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ABSTRACT

FloriNet--the Florida Library Online Resource Information Network--was first envisioned by a Florida Network Planning Task Force in 1994 as the aggregate of networked information in Florida libraries, including library networks, independent libraries, statewide databases, Free-Nets, and as-yet unimagined information resources. This document is a handbook for participating FloriNet libraries, and provides information on library policies, services, and other information. The handbook is divided into 10 sections: (1) Introduction and Fact Sheet; (2) Publicity and Community Awareness; (3) Partnerships--Finding and Keeping Partners; (4) Youth Services and the Internet; (5) Evaluation of FloriNet--Telling Your Story; (6) State Library Services; (7) Library Policies and the Internet; (8) Basic Connectivity Information; (9) Directory of FloriNet Libraries; and (10) Scrapbook--Press Releases and Clippings. (AEF)

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ED 409 918

FLORINET

Libraries for Florida's Future

HANDBOOK

FOR PARTICIPATING LIBRARIES

DECEMBER 1996
BUREAU OF LIBRARY DEVELOPMENT
DIVISION OF LIBRARY AND INFORMATION SERVICES
FLORIDA DEPARTMENT OF STATE
SANDRA B. MORTHAM, SECRETARY OF STATE
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IR056441

FLORINET

Libraries for Florida's Future

HANDBOOK

FOR PARTICIPATING LIBRARIES

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December 1996
Bureau of Library Development
Division of Library and Information Services
Florida Department of State
Sandra B. Mortham, Secretary of State
R.A. Gray Building
Tallahassee, FL 32399-0250
904-487-2651; fax 904-488-2746 e-mail bld@mail.dos.state.fl.us

FloriNet Handbook

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FLORINET
HANDBOOK
FOR PARTICIPATING LIBRARIES

INTRODUCTION AND FACT SHEET

FLORINET
Libraries for Florida's Future

INTRODUCTION AND OVERVIEW

BACKGROUND

FloriNet–the *Florida Library Online Resource Information Network*—was first envisioned by a Florida Network Planning Task Force in 1994 as the aggregate of networked information in Florida libraries, including library networks, independent libraries, statewide databases, Free-Nets, and as-yet unimagined information resources. Planning and development of FloriNet is under the aegis of **the Florida Library Network Council** and its members. The **State Library of Florida (Florida Division of Library and Information Services)** has developed the FloriNet Public Library component as described in this overview, bringing public libraries into the wider FloriNet landscape.

FLORINET IN PUBLIC LIBRARIES

In the 1996-97 year, Secretary of State Sandra B. Mortham has launched an initiative to bring the information superhighway—the World Wide Web—to all Floridians through their public libraries.

Today there are

- ☐ 10 libraries receiving **FloriNet Enhanced Connectivity (Level II)** Grants,
- ☐ 39 libraries receiving **FloriNet Basic Connectivity (Level I)** Grants,
- ☐ 13 libraries with FloriNet **REAP (Rural Electronic Assistance Project)** Grants,
- ☐ 6 libraries that comprised the first **Internet Access Demonstration Project**

FloriNet projects have been funded through federal appropriations under the Library Services and Construction Act (LSCA), and will continue with the successor program, the Library Services and Technology Act. (LSTA).

WHAT'S ON THE WORLD WIDE WEB?

Information available on the Internet through the World Wide Web (WWW) is vast and valuable. Every Florida resident can benefit from WWW access, whether for personal, professional, or educational use; every community can benefit through enhanced information for local governance and economic development. A random sample of information available on the WWW:

- ☐ Public documents—state, local, and federal information
- ☐ Census tract data and economic information
- ☐ Consumer medical information
- ☐ Job listings in the state and nation
- ☐ World and national news
- ☐ Resources for children—for learning and for fun
- ☐ Full text of world classics in literature

In short, the world is on the Web.

While the value of the Web is indisputable, access is not universal. A recent newspaper article reported that in 1995, approximately 15 million households had personal computers; the average cost for Web access was over $100 per month.

Providing Web access builds on the long tradition of American public libraries as primary institutions for lifelong learning, service to families, and community development.

PROJECT PARTICULARS

FLORINET PUBLIC LIBRARIES AGREE TO

- ☐ Have at least one computer with full WWW access in a public use area of the library, with the goal of free use by members of the public, with all necessary help by library staff.
- ☐ Participate fully in training and pass on knowledge gained to colleagues and the public.
- ☐ Gather data for evaluation purposes.
- ☐ Develop partnerships as appropriate with regional library cooperatives, cable and phone companies, business associations, computer user groups, professional associations.
- ☐ Provide qualitative and quantitative reports at regular intervals.
- ☐ Join forces as full partners with the Department of State in bringing the world to the door of all Floridians.

THE STATE LIBRARY IS PROVIDING

☐ Training and education.
☐ Hardware and software, and access vendors.
☐ Statewide public information program; assistance with local information programs.
☐ Development of statewide partnerships with agencies with allied interests.
☐ Ongoing one-on-one advice and counsel.
☐ Statewide coordination, in concert with the six multitype library cooperatives.

HOOKING UP FLORIDA:
FLORINET PUBLIC LIBRARY PROJECT IN CONTEXT

Library technology has grown rapidly in the past few years. Many library and information agencies are involved in development FloriNet. **The Florida Library Network Council** meets regularly to advise the Department of State and the Division of Library and Information Services on the implementation of the 1994 *Plan for Interlibrary Cooperation, Resource Sharing, and Networking*. For a list of FLNC members, see the "Partners" section of this handbook.

13-Dec-96, hbintro.doc

FloriNet
Handbook
for Participating Libraries

PUBLICITY AND COMMUNITY AWARENESS

Publicity for FloriNet--Tips and Thoughts

This section includes material on developing community awareness of your FloriNet project. Included are a sample news release, sample overheads for a presentation, and a checklist.

General Considerations

- **Communicate from the inside out**. Think of your community in concentric circles, rather like an extended family. At the center are you and your staff; extending outward are library volunteers, board members, friends and contributors, community groups, library users, and the entire public you are mandated to serve. Be sure the people closest to the center are the first to know about the FloriNet project as it develops. Be sure your staff and all volunteers who work with the public know and understand what this project is about, so that they will communicate enthusiastically about it to patrons.

- **Involve all segments of your community**. Consider forming a citizen advisory committee to help you fine-tune your FloriNet program and help you interpret it to the community. Among the members might be someone from county or city administration, a chamber of commerce representative, someone from a local computer user group, someone from the schools, a member of the friends of the library board, a representative of the press.

- **Involve the media.** Make an appointment to meet with the publisher or editorial board of your newspaper; the program director or public services director of your radio and television stations; the manager of your local cable provider. Tell them about FloriNet, and invite them to help you jointly plan coverage of your services. Help local reporters use the 'Net to research stories—to do their jobs.

- **Talk about your project.** In addition to developing a program of written promotion, offer to talk on local radio and with local clubs and organizations to explain FloriNet. Set up a speaker's bureau, using your citizen's advisory committee.

- **Stay as well informed as your users.**Keep up with the ongoing mention of the World Wide Web, the Internet, and telecommunications insures as they are covered in the popular media. Scan the national newspapers and newsmagazines; note national TV coverage of Web stories; be prepared for questions and discussions.

- **Get help when you need it**. Call your fellow FloriNet libraries (directory in this packet) when you run into difficulties-they might have faced and solved similar problems. Call the State Library staff (904-498-2651; bld@mail.dos.state.fl.us) for information and to share stories as they arise.

FloriNet Publicity Checklist

Written Information

- ☐ News release
- ☐ Op Ed piece
- ☐ Letters to the editor
- ☐ Compilation of success stories
- ☐ Facts and figures
- ☐ Sample sites list
- ☐
- ☐

Oral Presentation Materials

Develop speeches and overheads/flip charts for:

- ☐ 10-minute Overview Presentation
- ☐ 30-minute detailed presentation on specific uses, such as youth, or business, or consumer health
- ☐ Discussion groups
- ☐ 2-minute "billboard" for use at all library programs
- ☐
- ☐
- ☐

Meet the Media--Meetings or an open house with

- ☐ Newspaper publisher
- ☐ Newspaper education editor
- ☐ Radio talk show host (local)
- ☐ Radio and TV Public Service Director
- ☐ Cable operator/ manager
- ☐
- ☐

Plan a Big Event - National Library Week Open House (April 13-19, 1997)

- ☐ Invite the Library family
- ☐ Showcase Your Partners
- ☐ Have Demonstrations
- ☐ Share Stories
- ☐ Plan carefully—good food, appropriate time of day
- ☐
- ☐
- ☐
- ☐

FloriNet
Sample Press Release

For Immediate Release [Date]
For further information, contact [name; phone]

LIBRARY CHOSEN FOR STATEWIDE PROJECT

--

FloriNet will Bring World Wide Web Access to [Name of Community]

The [library name] has been chosen by the Florida Department of State to participate in FloriNet, a federally-funded project providing the free access to the Internet through the World Wide Web. "We are very pleased to become a part of FLoriNet-our patrons and community will now have access to a whole world of information," commented Library Director [name]. The Division of Library and Information Services is providing computers, training, and technical assistance to the library. The library is expected to develop community alliances to increase public awareness and facility with electronic information resources.

"We look forward to the day when every citizen of Florida will have free access to the burgeoning information on the Internet," commented Secretary of State Sandra B. Mortham when she unveiled the FloriNet project. A few samples of information on the World Wide Web:

- Government information
- Medical information
- Holdings of libraries around the world
- Job information
- Classics of world literature
- Children's material-for learning and for fun
- Census and demographic data
- Resources for small business
- Today's news

Libraries that participated in the State Library's first Internet demonstration project have provided a number of stories about the value of information on the 'Net to their patrons. In Pinellas County, a woman was able to find relief from debilitating condition by finding a physisian in the midwest who specialized in her rare condition. In one of Florida's agricultural counties, a citrus grower found a South American buyer for tons of surplus grapefruit. Libraries in rural Florida that are hooked up to the Internet are reporting heavy use by local government, chambers of commerce, and small businesses searching for financial and technical assistance resources from around the country.

[Director's name] anticipates that the World Wide Web hookup will be complete by [date]. The public is invited to come in and "surf the net" along with the library staff. The library is open [hours] at [address]. Call [numbers].

-0-

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Libraries for Florida's Future

Fl-lib—an Invaluable Communications Tool

Fl-lib (prounced "Flora-Lib"), an Internet discussion group (also known as a "listserv") moderated by State Library staff, will be a key component in the communications network for FloriNet libraries.

This list is devoted to messages and discussions relating to the library community in Florida, but participation in the list is open to anyone, anywhere.

All library staff involved with FloriNet are encouraged to subscribe to the list:

Send a message to:
majordomo@florida3.dos.state.fl.us
with the following command in the body of your email message:
subscribe fl-lib *[Lower case!]*

If there are any questions contact the list moderators, Marian Deeney or Carole Fiore, at the State Library (fl-lib@mail.dos.state.fl.us); 904-487-2651; FAX 904-488-2746; TDD 904-922-4085

13-Dec-96; Hblist.doc

FloriNet

Libraries for Florida's Future

Bureau of Library Development
Division of Library and Information Services
Florida Department of State

What is FloriNet?

- Federal Grant
- Administered by State Library
- Several Phases

Who’s connected through FloriNet?

- Basic Connectivity
  - 39 libraries, 1996-97
- Enhanced Connectivity
  - 10 libraries 1996-7
- REAP (Rural Electronic Access Project)
  - 13 libraries 1996-97

Florida Bureau of Library Development
FloriNet Project

FloriNet Means...

- Free public access
- Professional staff assistance

Florida Bureau of Library Development
FloriNet Project

What’s on the Web?

- Business data
- Demographics
- Great literature
- Today’s news
- Movie and book reviews

Florida Bureau of Library Development
FloriNet Project

What's on the Web? (2)

- Florida government resources
- U.S. Government resources
- Online searching of the world's libraries
- Special interest groups
- Job announcements

Florida Bureau of Library Development
FloriNet Project

FAQs

- How do I know what's true out there?
- Is it safe for my child to use the Web
- Is it hard to learn?

Children and the Web

- Techno-literacy and tomorrow's workforce
- Ducks to water
- Fun of learning
-
-

Florida Bureau of Library Development
FloriNet Project

American Library Association

National Library Week April 13-19, 1997

KIDS CONNECT @ THE LIBRARY

National Library Week 1997 celebrates kids, libraries

Kids Can't Wait...Library Advocacy Now! tipsheet

Kids Can't Wait...Library Advocacy Now! A President's Paper

Grolier NLW Grant Application Form

Home | ALA Now | Goal 2000 | ALA and You | Events | Marketplace | Organization | Library

ALA Home Page | ALA Now | ALA Goal 2000 | ALA & You | ALA Events | ALA - The Organization | ALA Marketplace | ALA Library

American Library Association
For questions or comments, contact the webmaster.
www.ala.org/alaevents/promoevents/nlw_97/nlw_97_home.html
Last revised August, 1996.

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> "I never knew public libraries had it so together. I've got to spend more time here."
>
> *A computer programmer/entrepreneur, after being introduced to resources available on the Internet at his local public library*

Let Your Patrons Tell Your Tale

Gather Testimonials and Success Stories

You can use stories to illustrate the value of Internet access to your community. The following short vignettes come from Florida librarians who have had Internet access for a few years, and have been documenting uses to which it can be put. (Special thanks to John Iliff of the Pinellas Park Public Library).

- A young woman was looking for employment for her fiancé—their pending wedding was contingent on his finding work and she was understandably anxious to get him employed. Using Internet Resources, the reference librarian located a position advertisement in the fiancé's obscure field of work that had been posted that day. The ad included a fax number, the position was in the Northwest. The young woman hugged the reference librarian for providing the job lead, and walked out with a new perspective on what a public library could do for her."

- The staff member in charge of coordinating rural economic development for Enterprise Florida (one of the successor agencies to the Florida Department of Commerce) has recommended that Internet connections of local public libraries be the primary access point for communications and information for economic development professionals throughout the state.

- After years of excruciating pain, a woman believed she may have found a treatment to help her. A friend told her about a television program that featured a doctor who treated her particular condition. A few weeks later, the patron called the library—she was on her way to the midwest to seek treatment.

- A graduate student—juggling work , children, and a rigorous MBA program—asked if we could find an annual report from a company. She needed to complete a project within days and had no time to go to the nearest major university library (an hour's drive away.) By using the SEC Edgar database, we obtained the company's very recent 10K report for the student downloaded conveniently on disc. The student was ecstatic.

🖳 An elderly man was looking for books on Atlantic County, New Jersey. Using the Library of Congress Catalog on the Internet, he located several titles on the history of the county. He expressed surprise that the books could be found and was most appreciative when the items were received via interlibrary loan. Our collection was expanded well beyond its walls.

🖳 A young mother in rural Florida had children with a rare genetic disorder. Through the Internet, she was able to find a group of other parents faced with the same challenges, and found advice, counsel, and support.

🖳 In conjunction with the Chamber of Commerce, one Florida community sponsored a "write the president" on the Internet program for school children.

🖳 A citrus grower used the Internet to locate a buyer in South America for tons of surplus grapefruit.

🖳 A North Florida librarian was able to find vital information on the spot to help her county commissioners come to an important decision during a workshop session.

Add your own stories here:

🖳

🖳

🖳

🖳

🖳

🖳

FLORINET
HANDBOOK
FOR PARTICIPATING LIBRARIES

PARTNERSHIPS—FINDING AND KEEPING COMMUNITY ALLIES

FloriNet Partnerships

Part of the FloriNet project is a strong emphasis on developing true working partnerships with groups in your community. While developing partnerships is a part of your community relations effort, it is more intensive than a simple publicity campaign. There are several steps involved in developing partners.

1. Identify groups that are already partners

- ☐ Friends of the Library
- ☐ Library Advisory Board
- ☐ County/City Commission
- ☐ Library Volunteers
- ☐ Library Foundation
- ☐ Other libraries and library organizations

2. Identify groups that are natural allies

- ☐ Groups using your meeting room
- ☐ Groups that your staff members or FOL members are involved with
- ☐ Bookstores
- ☐ Computer user groups
- ☐ Education and civic interests
    - Parents
    - Schools
    - Colleges
    - Homeschoolers
    - AAUW
    - League of Women Voters
    - Women's Club
- ☐ Information interests
    - Newspaper
    - Cable
    - Radio
    -
- ☐ Cultural Interests
    - Museums
    - Arts Council
    - Artists/craftsmen's groups
    - Music groups
    - Historical society
    -
- ☐ Special Interests
    - Audubon
    - Sierra
    - Investment Clubs
    -

- ☐ Service Clubs
  - Kiwanis
  - Lions
  - Elks
  - Rotary
  - Masons
  -
- ☐ Religious Groups
  - Ministerial Association
  - Individual congregations
  -
- ☐ Youth groups
  - Boys clubs
  - Big brothers and sisters
  - Scouts

3. Identify the Key Players in Your Business Community

- ☐ Chamber of Commerce
- ☐ Economic development council or office
- ☐ Professionals—Doctors, Lawyers, Accountants, Architects—and their associations
- ☐ Financial Community
  - Banks
  - Stock Brokers/Financial Planners
  - Mortgage Companies
- ☐ Real Estate Community
  - Realtors' Board
  - Newcomers' services
  - Brokers
  - Rental Services (in some communities)
- ☐ Utilities
  - Phone companies
  - Cable companies
  - Electric/gas utilities
- ☐ Small business
  - Retail
  - Services
- ☐ Big Business—National chains

4. Identify Other Potential Partners Unique to Your Community

- ☐
- ☐
- ☐

FloriNet Partnerships

What might partners do for the Library?

☐ Publicize the FloriNet project in its newsletter
☐ Invite a library representative to provide a meeting program
☐ Invite a library representative to serve on board/ committees
☐ Mention FloriNet and the library meetings
☐ Mention FloriNet and the library in printed matter
☐ Contribute money to the library's electronic resources
☐ Serve on the library FloriNet advisory committee
☐ Serve on other committess; boards
☐ Use the library
☐ Talk about the library
☐ Advocate with decision-makers about the library
☐ Become knowledgeable about library concerns
☐ Contribute experience and wisdom
☐ Sponsor workstations
☐
☐
☐

What can the library do for its partners?

☐ Mention names prominently at events
☐ Include names prominently on printed material
☐ Include names with links on homepage on web
☐ Provide information to partners in their area of interest
☐ Train partner representatives in use of Web
☐ Let partners be settings/pilot projects for remote access
☐
☐
☐
☐
☐

Approaching partners can be difficult, especially if you're making a "cold call." The easiest way to approach a potential partner is to find someone already in the library family—friend, staff, board member—who knows the person or organization and make and appointment to visit the potential partner together. This letter could be adapted as a final fallback for a first approach.

[SAMPLE LETTER TO INVITE INTEREST IN PARTNERSHIP--use your library's letterhead]

Dear [chair, president, or contact person; personalize as appropriate]

I am writing to let you know about an exciting new project and to invite your participation. We have been chosen by the Florida Department of State to participate in FloriNet, a federally funded project that will bring the Information Superhighway to all Floridians through public libraries.

FloriNet is administered by the State Library and we are encouraged to form partnerships to help develop and promote our growing Internet services. The [name of the organization you're writing to] has a long history in [natural interest in] library support, and I welcome the opportunity to meet with you and explore ways you could join our FloriNet team.

Please call me at [number] so we can make an appointment to meet.

Sincerely,

Library Director

Person in library who knows addressee

FLORINET STATEWIDE PARTNERS DECEMBER 1996

The following state agencies, library-related nonprofits, professional associations, and advocacy organizations comprise a partial list of organizations that have a natural affinity with the goals and interests of the FloriNet project.

Many organizations, such as the Florida Chamber of Commerce or the Florida Cable Telecommunications Association, have local chapters or affiliates that would welcome an invitation to participate as FloriNet partners. Many libraries already have close parrtnerships and collaboration with such organizations.

MULTITYPE LIBRARY COOPERATIVES

Central Florida Library Consortium (CFLC)
431 E. Horatio Ave., Maitland FL 32751
Contact(s): Marta Westall
407-644-9050, fax:407-644-7023, email:mwestall@merlin.cflc.lib.fl.us

Northeast Florida Library Information Network (NEFLIN)
2233 Park ave., Ste.402, Orange Park FL 32073
Contact(s): David Whisenant
904-269-2217, fax:904-269-0767 ; email: dwhise@osprey.unf.edu

Panhandle Library Access Network (PLAN)
5 Miracle Strip Loop, Ste.2, Panama City FL 32407
Contact(s): Dr. William Conniff
904-233-9051, fax:904-235-2286; email:Connifw@mail.firn.edu

Southeast Florida Library Information Network (SEFLIN)
100 S. Andrews Ave., Ft. Lauderdale FL 33301
Contact(s): Elizabeth Curry
954-357-7345, fax:954-257-7345; email:currye@mail.seflin.lib.fl.us

Southwest Florida Library Network (SWFLN)
P.O. Box 1147, Ft. Myers FL 33902
Contact(s): Carolyn Gray
941-561-6150, fax 941-561-6199; email:

Tampa Bay Library Consortium (TBLC)
10002 Princess Palm Ave., Ste. 124, Tampa FL 33619
Contact(s): Diane Solomon
813-622-8252, fax:813-628-4425; email:solomod@snoopy.tblc.lib.fl.us

NETWORKS

College Center for Library Automation (CCLA)
1238 Blountstown Hwy., Tallahassee FL 32304
Contact(s): Richard Madaus
904-922-6044, fax:904-922-6431; email:madausr@nail.firn.edu

Florida Center for Library Automation (FCLA)
2002 NW 13th St., Ste. 320, Gainesville FL 32609
Contact(s): James Corey
352-392-9020, fax:352-392-9185- ; email:fclim@nervm.nerdc.ufl.edu

Florida Information Resource Network (FIRN)
325 West Gaines St., FEC B1-14, Tallahassee FL 32399
Contact(s): Bill Schmid
904-487-8656, fax: 904-488-3691 ; email:schmidb@mail.firn.edu

PROFESSIONAL ASSOCIATIONS

Florida Association for Media In Education (FAME)
P.O. Box 13119, Tallahassee FL 32317
Contact(s): Mary Margaret Rogers
904-668-7606, fax: ; email:

Florida Library Association (FLA)
1133 W. Morse Blvd., Ste. 201, Winter Park FL 32789
Contact(s): Marjorie Stealey
407-647-8839, fax: ; email:

Florida Records Management Associaiton
2401 S.E. Monterey Rd., Stuart FL 34996
Contact(s): Ken Wilkerson
John Gallagher
407-288-5522, fax: ; email:

Special Libraries Association
P.O. Box 117011, Gainesville FL 32611
Contact(s): Alice Primack
352-392-2822, fax: ; email:

STATE GOVERNMENT AGENCIES

Florida Department of Education
522 FEC, Dept. of Ed., Tallahassee FL 32399
Contact(s): Sandy Ulm
904-488-8184, fax: ; email:ulms@mail.doe.state.fl.us

Florida Department of Elder Affairs
4040 Esplande Way, Tallahassee FL 32399
Contact(s): Bentley Lipscomb
Barbara Doran
904-414-2000 Ext.3207, fax: ; email:

Florida Distance Learning Network Board
444 Appleyard Dr., Tallahassee FL 32304
Contact(s): Linda Nelson
Melinda Crowley
904-922-1355, fax: ; email:nelsonl@mail.Tallahassee.cc.fl.us

Florida Association of Information and Referral Services (FLAIRS)
P.O. Box 1086, Ocala FL 34478
Contact(s): Maclyn Walker
352-732-4444, fax: ; email:

STATEWIDE PROFESSIONAL AND ADVOCACY ORGANIZATIONS

Florida Association of Counties
P.O. Box 549, Tallahassee FL 32302
Contact(s): Vivian Zaricki
Tami Torres
904-224-3148, fax: ; email:

Florida Cable Telecommunications Association
314 N. Monroe St., Tallahassee FL 32310
Contact(s): Steve Wilkerson
904-681-1990, fax: ; email:fctainc@aol.com

Florida Center for Children and Youth
P.O. Box 6644, Tallahassee FL 32314
Contact(s): Jack Levine
904-222-7140, fax: ; email:

Florida Chamber of Commerce
136 S. Bronough St., Tallahassee FL 32301
Contact(s): Frank Ryals
Fran Conaway
904-425-1200, fax: ; email:fmr@flcham.com

Florida League of Cities
P.O. Box 1757, Tallahassee FL 32302
Contact(s): Michael Sittig
Sharon Berrian
904-222-9684, fax: ; email:

Florida Literacy Coalition, Inc.
934 N. Magnolia, Ste. 104, Orlando FL 32803
Contact(s): Scott Ellington
Anita S. Rodgers
407-246-7110, fax: ; email:

Florida Public Television
P.O. Box 10910, Tallahassee FL 32302
Contact(s): Susanne Hunt
Jim Moran
904-414-9991, fax: ; email:hunts@mail.firn.edu

Florida Telephone Association
P.O. Box 1776, Tallahassee FL 32302
Contact(s): Susan C. Langston
904-877-5141, fax: ; email:

Florida Parent Educators Association (FPEA)
P.O. Box 1372, Tallahassee FL 32302
Contact(s): Jim Talley
904-224-7556, fax: ; email:homeschool@nettally.com

Florida State Rural Development Council (FSRDC)
200 S. Orange Ave., Ste. 200, Orlando FL 32801
Contact(s): Karen Prentiss; 407-425-5313, fax: ; email:

Institute of Food and Agricultural Sciences (Extension agencies: IFAS)
Rt. 3 Box 4370, Quincy FL 32351
Contact(s): David Zimet
904-875-7148, fax: ; email:

Newspapers in Education
Tallahassee Democrat P.O. Box 990, Tallahassee FL 32302
Contact(s): Peggy Durham
904-599-2134, fax: ; email:

Florida PTA
10405 N.W. 6th St., Coral Springs FL 33071
Contact(s): Latha Krishnaiyer
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FLORINET
HANDBOOK
FOR PARTICIPATING LIBRARIES

YOUTH SERVICES AND THE INTERNET

FLORINET

Libraries for Florida's Future

Service to Youth in Your Community— FloriNet, Children, and Teens

FloriNet has a strong youth services component, and we have all learned that computers are very attractive to young people, and can help draw them into the library and introduce them to all its resources. The youth services component of the FloriNet project is one that is both exciting and frightening. Children and young adults are the ones most likely to embrace the technology that this project is providing. They, too, are the ones who can, through no fault of their own, create the most stress.

Children and teens are extremely inquisitive. The FloriNet project can do much to foster their innate curiosity. Allowing them full access to the World Wide Web will allow them to find information that is otherwise unavailable to them. This access can create some difficulties if they are not guided to sources that are appropriate for their information needs, their reading level, and their developmental level.

As electronic sources of information, both on-line and CD-ROM based, are expanding at a rapid pace, and our experience in this area is growing, we know that we don't have all the answers to the critical issues that have been raised in this area at this time. As with other parts of the FloriNet project, we are learning right along with you. We hope to be able to provide some answers now, and will be searching with you for the answers to the ever expanding number of questions that are being raised about youth services and the 'Net

Please don't hesitate to get in touch with me for information and discussion.

–Carole Fiore, Youth Services Specialist, State Library

13-Dec-96; hbyouth.doc

Radical Changes

by Eliza T. Dresang and Kate McClelland

What kinds of books will make children want to keep reading in an electronic age? How are books changing? How can adults recognize and appreciate these transformed books and put them to work in the library and classroom? These are the kind of questions we considered in regard to the radical changes we see reflected in the children's books being published in this last decade of the twentieth century and in thinking about their effect on the children of today.

"We keep moving on. Today's technology is tomorrow's archaeology."

—from Richard Peck's *The Great Interactive Dream Machine*, a novel about two boys who use a computer to go backward and forward in time. 1996. 144p. Dial, $14.99 (0-8037-1989-2). Jacket image by Broeck Steadman.

The more books we studied the more we became convinced that books are reflecting the same kind of radical changes that children themselves are experiencing. We have identified for discussion three types of books: Type One, books that reflect changes in the way children think and the way they are approaching books today; Type Two, books that reflect children's expanding perceptions of themselves and others; and Type Three, books that reflect children's growing inner resilience and sense of community. These ideas came partly through observation of children and a study of the books themselves, partly from lengthy discussions with those who produce the books and those who work with children, and partly from familiarity with the work of such people as Seymour Papert, Sherry Turkle, and Nicholas Negroponte of the Massachusetts Institute of Technology.

Radical Change, Type One

How books, in the electronic age, reflect changes in children's thinking. To observe children at a computer is to see that there is an alteration in the way they think, learn, and give, receive, and create information. Born into the computer age, today's children are comfortably immersed in a "point and click" culture that differs from the culture of previous generations. For these children, words are becoming pictures and pictures are becoming words. They are able to gain information from bytes and text fragments that are not organized exclusively in a straight line from beginning to end—from left to right. The term given to this is *nonlinearity*. Not only are they adept at moving from one level of information to another in a kind of self-organized, self-sustaining exploration, but their learning is an interactive, collaborative process in which there may be no single correct answer.

Books that have special appeal for computer-literate young people share many of the characteristics that are intriguing to those using a computer: graphics in exciting new forms and formats, words and pictures that reach new levels of synergy, nonlinear and nonsequential organization and format, interactive and connection possibilities, open-ended conclusions, and a multiplicity of layers of meaning. Books that have one or more of these characteristics hold out the promise of unlimited exploration and discovery. They virtually hot-wire the imagination and creativity of young readers.

An example of a Type One radical change is Macaulay's *Black and White*. This open-ended conundrum features four interlinking stories on each double-page spread, involving parents and children, a railway journey, commuters, Holstein cows, and a ubiquitous robber. Written and illustrated with

Reproduced with permission of *Book Links: Connecting Books, Libraries and Classrooms*, a publication of the American Library Association.

tongue-in-cheek style and innovative graphics, this book surpasses even the computer itself, exhibiting qualities of computer interactivity, nonlinearity, multiple layers, and an open-ended conclusion while maintaining the form of a traditional hand-held book.

Goble's *Iktomi and the Ducks* is another good Type One example. This nonlinear Lakota trickster tale is told in three voices, with different sizes and shades of text representing the serious storyteller, the irreverent observer, and the audience that is invited to participate with humorous asides. Scieszka and Smith's *Math Curse* also fits into this category. Here, innovative graphics flesh out a humorously inventive story about a child who is cursed by the discovery that everything in daily life requires her to solve a math problem.

Novels, too, fit the Type One category, as witnessed by Creech's 1995 Newbery novel *Walk Two Moons*, in which grieving 13-year-old Salamanca Tree Hiddle is finally able to "walk two moons" in her missing mother's shoes by trekking west with her folksy grandparents. On route, she entertains them with the startling, multilayered story of her friend Phoebe.

Dorling Kindersley's *Children around the World*, contemporary children from the Americas, Europe, Africa, Asia, Southeast Asia, and Australia are presented in bright colored photographs celebrating their cultures, often in their own voices. The varied format of each page allows readers to select the information most interesting and important to them.

Radical Change, Type Two

How books reflect children's expanding perceptions of themselves and others in the electronic age. Census statistics and just plain observation reveal that the population of the United States is increasingly diverse. By the year 2050 the percentage of African Americans, Asian Americans, Hispanic Americans, and Native Americans will increase from 1990's 25 percent to approximately 50 percent. In the electronic world—as in children's books—voices unheard in the past are becoming more commonplace. History is being explored through authentic, first-person accounts. With the ease of computer publishing as well as access to the Internet, children are speaking out for themselves in ways that never happened before.

As two or more viewpoints on a subject are presented side by side in one book, children are beginning to hear perspectives that reflect, for example, variety in ethnicity, culture, geography, gender, and sexual orientation. This broadened outlook draws them to these radically changed books, which, in turn, can instigate the telling of their own diverse and personal stories.

The McKissacks and Thompson's *Christmas in the Big House, Christmas in the Quarters* is an excellent example of a Type Two radical change. The story provides a dual perspective on the celebration of Christmas in 1859, just preceding the Civil War. Christmas is chosen not as a holiday to highlight but as a time during which parallel events are occurring in two places on the plantation. Alternating settings, side by side, give new insights to the young reader, as does the inclusion of the voices from the slave quarters. Family closeness, customs and traditions, and joy are apparent in both the big house and the quarters. However, the cruel reality of the annual New Year's Day auction acutely reminds readers of the devastation of slavery.

A picture book popular with very young children and with older brothers and sisters as well is Williams' *More, More, More, Said the Baby*. Appealing relationships in three very simple "love stories" from three different adult/child perspectives lead children to chant "more, more, more" along with the story. The totally integrated text, shapes, colors, and motions demonstrate that words can become pictures, and pictures, words.

Nonfiction books can also fit the Type Two category. Franklin and McGirr's *Out of the Dump: Writings and Photographs by Children from Guatemala* is a compilation of writings and photos produced by children that give their view of existence in the midst of abject poverty—telling what they grieve, what they celebrate. Another provocative title for older readers is Feelings' *The Middle Passage*. This striking and emotional, artistically rendered, nonverbal narrative is executed in black and white and presented from the little-heard perspective of the slaves crossing the Atlantic from Africa. A substantial verbal introduction provides the historical framework, but

". . . some forms of learning are fast-paced, immensely compelling, and rewarding. They . . . require new ways of thinking" (*p*.5). *" I am convinced that the best learning takes place when the learner takes charge"* (*p*.25).

—from Seymour Papert, *The Children's Machine*

The Magic School Bus and Radical Change

Although the radical change in children's books is now evident in the work of numerous authors and illustrators, a few, such as Joanna Cole and Bruce Degen, were "ahead of the pack," understanding in the very early years of the electronic age how children seek and use information. Their Magic School Bus books have been using innovative, interactive formats since the mid-1980s. A mid-1990s example is *The Magic School Bus inside a Hurricane* (Scholastic), in which the celebrated Ms. Frizzle and her science students learn how changes in the air make different kinds of weather.

THE GENIE IN THE JAR

by Nikki Giovanni
illustrated by Chris Raschka

◆ "A poem by Giovanni. . .becomes a luscious illustrated work with Raschka's watercolor, ink, and oil stick figures. . . . As is true of good poetry, this piece begs to be read aloud; as is true of fine art, it repays repeated examination. In the comforting rhythm of these pages, children will absorb a message of faith in the power of art leavened by love."
—Pointer, *Kirkus Reviews*

★ "This profound book is as lyrical as poetry and as patterned as a lullaby, both simple and complex, concrete and elusive."
—Starred review, *School Library Journal*

ISBN 0-8050-4118-4 ◆ Ages 4–up ◆ $15.95

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DATELINE: TROY

Newbery Medalist Paul Fleischman astonishes again!

◆ "Fleischman retells the major events of the Trojan War, while the accompanying collages show photos and newspaper articles and headlines from this century. The idea is so immediate and arresting that readers may wonder why it's never been tried before ... Superb and inspiring."
—***Kirkus Reviews*** (pointer review)

■ "There are myriad uses for this book, and teachers and librarians should have fun finding them."
—***Booklist*** (boxed review)

"Thought-provoking."
—***Bulletin of the Center for Children's Books*** (recommended)

"Guaranteed to make kids think."
—***Teaching K–8***

CANDLEWICK PRESS

Nonfiction • $15.99 • 80 pages • Ages 12–17
ISBN: 1-56402-469-5 • LC#: 95-36336
Distributed by Penguin USA

BEST COPY AVAILABLE

the body of the work challenges readers to gain information from a completely nonverbal source. A third nonfiction choice might be Murphy's [illegible] *Great Fire*, a riveting, multilayered re-[illegible]tion of the Chicago fire that uses personal accounts, historical research, and the interactive device of maps with which readers may track the fire independently.

Radical Change, Type Three

How books reflect children's growing inner resilience and sense of community in the electronic age. Today's children are growing up in a world of rapid change and external chaos. The television set first brought the world into the home, but is a passive medium. On the Internet, children now encounter a continuing flow of information back and forth across social, cultural, and geographical boundaries, which provides them with the freedom to seek and give information on almost every subject. In many cases, young people are forming their own electronic communities, developed around common interests. For some, this easy access to information brings inner strength built [illegible] new competence and resourceful[illegible]s and can lead to an inner resilie[illegible] that is built on the child's knowledge that he or she is not isolated and alone in the world.

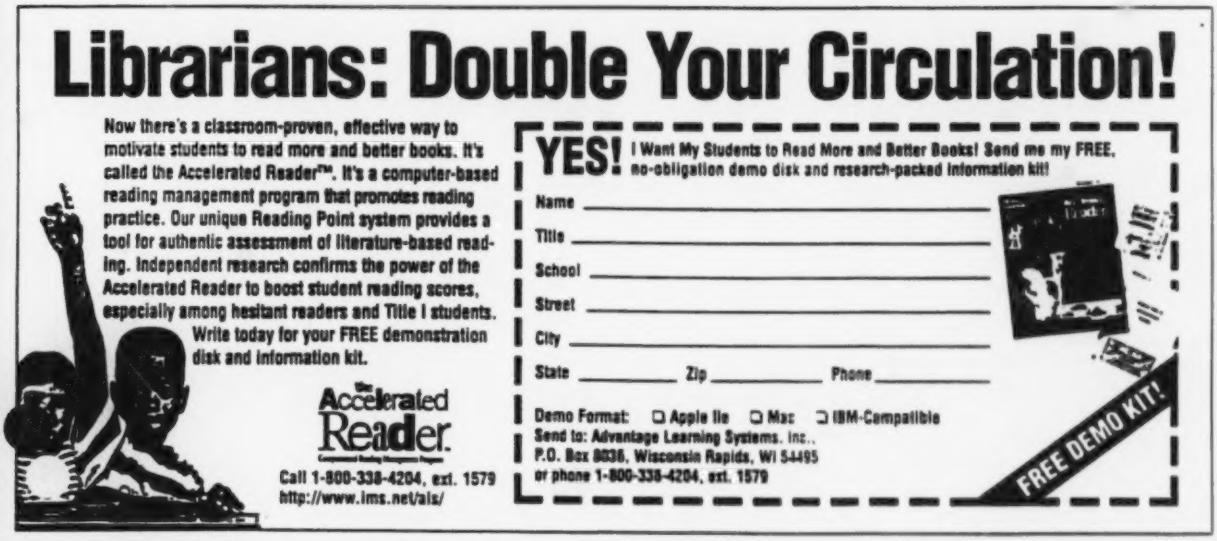
As a result, today's children effect changes within themselves to cope with their world. Evidence of this resilience exists in sources as diverse as the daily newspaper and scholarly studies. At-risk children are often shown as succeeding because they are empowered through information and through connections to concerned peers or adults.

How are these changes reflected in children's books and in children's reading preferences? Due to the influence of the unstoppable flow of information in the electronic environment, topics heretofore rarely discussed in children's books are now more commonly seen. In keeping with their electronic experience, children know that problems are not often easily resolved and endings are not always happy. Many young readers are drawn to characters who mirror their own experiences: unable to change their external environment, these readers take an inner journey through books from powerlessness and isolation toward resourcefulness and community.

An example of a Type Three radical change is Bunting and Diaz's *Smoky Night*, a picture book that discusses a subject not previously addressed for young children. Young Daniel relates the external chaos of the Los Angeles riots, observed from the frightening vantage point of his own window. When his apartment building burns, he and his mother take refuge in a church hall with other tenants. Daniel gains inner strength based on small kindnesses and a shared experience as a new kind of community is formed.

In Giovanni's poem/song *The Genie in the Jar*, the few words and the accompanying vivid pictures, which resemble a child's own art, portray a

> *"It seems to me essential that we develop in kids a sense that they are not alone but are, in fact, connected to other children, and more like their neighbors than unlike."*
>
> —from Richard Jackson, "Alone in the Crowd: Breaking the Isolation of Childhood," *School Library Journal*, November 1995



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young girl who gains inner strength from the universe, from the musical genius found in the black culture, and from the supportive surrounding community of black women, until she is ready for her mother to release her genielike from her figurative jar. Color, texture, type, and image embody what the words say, pushing far beyond traditional picture-text relationships.

Coman's *What Jamie Saw*, on the other hand, delivers a powerful picture through text alone. Readers are drawn into the story through compelling words that describe what nine-year-old Jamie saw—his baby sister being thrown across the room. The event starts a voluntary but nightmarish exile for him, his mother, and the baby, during which Jamie grows stronger and stronger internally until he is finally able to face his fears. In *The Giver* Lowry creates a carefully controlled world in which only the designated receiver of memory, a 12-year-old boy named Jonas, and his mentor, the giver, hold the dark secrets that undergird the seeming utopia. The reader is left to ponder Jonas' fate and that of his society. Set in a contemporary, realistic world, Nelson's *Earthshine* finds Slim calling upon her inner resources as she watches her much-loved dad, with whom she lives, dying from AIDS. The novel, told with dignity and angst, reveals a 12-year-old girl's perspective.

A nonfiction selection in the Type Three category is Harris' *It's Perfectly Normal*. Adding touches of teen-appealing humor to a serious discussion of sex and sexual health, a bird and a bee argue their way through an inviting and informative collage of words and pictures, including topics excluded in many such books for youth.

Selecting Books

In choosing books to use with children growing up in this electronic world, we must work to break out of old molds and to incorporate new and fresh ideas into the old, time-honored criteria. In these radically changing books, readers will find one or more of the following characteristics:

- Plots that are multilayered, nonlinear, and nonsequential; that contain various points of entry; that have ambiguous resolutions; that challenge further thought; and that may lack the traditional "happy ending."
- Characters that have multiple or uncommon points of view; that have deeply personal expressions; that reflect children's own voices; and that focus on growth in inner resilience and on connections with adults or peers, usually nonparents.
- Settings that are more likely to be specifically described, rather than generic; that include heretofore uncommon or unrepresented places; and that define home and family in a nontraditional way.
- Themes that have universal ramifications and are unlimited in their range of "acceptable" topics.
- Style/tone that is innovative graphically and will challenge interactive involvement of the reader. In some books, words and pictures may transform one another, become one another.
- An intended audience that may defy categorization. Many picture books, for example, are more sophisticated and reach a wide variety of ages (note editorial, "Picture Book Potential," in the March 1996 *Book Links*).

The Classroom Connection

The kinds of books that we have identified as radically changing books are ones that encourage children to seek answers in an interactive, nonlinear way. They can nurture collaborative learning, foster complex thinking and associative reasoning, provide authentic, real-life activities, and initiate discussion of previously unheard voices and untouched-upon subjects. These books offer a way to turn the computer-age child onto reading. Some suggestions are described below.

Fleischman's *Bull Run*, which gives unforgettable first-person accounts of the glory, horror, thrill, and disillusionment of the first battle of the Civil War, is ideal for reader's theater. It can be adapted for presentation sequentially, geographically, or one character at a time. Or, the book can be used as a model, with students choosing and researching a different historical event; then, each participant can become a fictitious onlooker at the event, portraying a different point of view. Each student should develop a persona and an icon to represent the character portrayed and write about the character in short first-person narrative fragments.

Another possibility for older students is modeling Avi's novel *Nothing but the Truth*. Here, ever-widening circles of cause and effect find a ninth-grade boy caught in a situation that begins when he refuses to stand quietly during the playing of "The Star Spangled Banner." In addition to the obvious dramatization possibilities this novel offers, students might locate incidents reported in the local newspaper or on television that involve various segments of their community. Have them research the ways in which the various voices and interest groups interact and then have them replicate the interaction in various written formats such as memos, letters, journal entries, or newspaper articles. The same exercise could be done using a historical event or a current school controversy. Suggest that they watch for how the debate changes when more and more voices are added to the mix.

Introduce younger children to Scieszka and Smith's *The Stinky Cheese Man and Other Fairly Stupid Tales*, where the reader is lured by Jack (of beanstalk fame) into a raucous journey among tall, small, upside down, and even nonexistent words that tell traditional tales in a "fairly stupid" manner. Ask children to read passages aloud, suggesting they change their voices in relation to the size and arrangement of the text. Then talk about why they read the passages the way they did. Suggest they write a story, either with or without a computer, in which their meaning or feelings about the story are reflected through varying sizes of print. Discuss whether they think this complements or detracts from the story and how they think computers can make books interesting.

A book to use with both younger and older children is Raschka's *Elizabeth Imagined an Iceberg*. In this picture book, Elizabeth, who appears to be about six, calls upon her own inner strength, which is pictured as an iceberg, to protect herself against a frightening stranger. Discuss how Elizabeth feels about and copes with a threatening situation. Have children think of an encounter that made them feel uncomfortable or fearful and suggest that they draw a picture of the way the encounter made them feel. Then suggest that children draw a picture of something that would help them call upon their inner strength, as Elizabeth does when thinking of an iceberg. Let children talk about their pictures and their concerns with the class.

Conclusion

It is essential to understand what is happening in our growing electronic world, because as librarians, teachers, and parents involved with reading guidance, we will engage far more readers through an informed appreciation than through that which looks only to paradigms of the past. Furthermore, young readers are bringing fresh enthusiasm for interactivity and new skill in multilayered, nonlinear thinking to their reading, and we must assure them that we recognize and appreciate the changes taking place in their world and that print and electronic media are not antithetical. While adults argue about what children should have access to, many children already have, by virtue of their technological adeptness, every kind of access. The children already know.

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Giovanni, Nikki. The Genie in the Jar. Illus. by **Chris Raschka**. 1995. 32p. Holt, $15.95 (0-8050-4118-4).

Goble, Paul. Iktomi and the Ducks: A Plains Indian Story. 1990. 32p. Orchard/Richard Jackson, $15.95 (0-531-05883-2); paper, $5.95 (0-531-07044-1).

> *". . . it is our children who are leading the way, and adults who are anxiously trailing behind."*
>
> —from Sherry Turkle, *Life on the Screen*

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A Sampling Of Web Sites, Listservs And Other Resources For Serving Children And Young Adults.

Aaron Shepard's Readers Theater Page
http://www.aaronshep.com/rt/
Includes lots of information on Readers Theater, including several full scripts for folk tales from different cultures.

Benson, Allen and Linda Fodemski
Connecting Kids and the Internet: A Handbook for Librarians, Teachers, and Parents. Neal-Schuman, 1996.

Collection Development
http://world.std.com/~cmrls/coldev.html
A netography of links for collection development.. Includes media and print.

The Internet and Library Policies
http://www.sils.umich.edu/~slbailey/723/723.html
Lots of interesting things. Topics change frequently.

Library Selection Criteria for WWW Resources
http://duckdock.acic.com/carolyn/criteria.htm
Prepared by Carolyn Caywood, this gives good information on how to select web sites to add to your library's bookmark list.

Online Reading and Writing For Kids
http://www.ryzome.com/bits.htm
Bits and Pieces—an e-zine for kids. Kids can write their stories, poems or articles online. (Pictures can be sent also.) Currently linked to the homepage at the San Francisco Public Library Children's Center, the San Jose Children's Museum, and the Hudson Valley (NY) Children's Museum.

Parents' Guide to the Information Highway
http://www.childrenspartnership.org
The *Parent's Guide to the Information Highway* is a new publication from the Children's Partnership, The National PTA, and the National Urban League. Includes basic information on the Internet, advice on when to start your child using computers, how to get started, how to supervise children's online activities, tips for communities and schools, a glossary and additional resources. ALA has had input on the preparation of the guide.

PUBYAC
pubyac@nysernet.org
PUBYAC is a discussion list concerned with the practical aspects of children's and young adult services in public libraries, focusing on programming ideas, outreach and literacy programs for children and caregivers, censorship and policy issues, collection development, administrative considerations, puppetry, job openings, professional development. To join the list and receive the mailings from PUBYAC, send a message like the following (no subject necessary): To: LISTSERV@nysernet.org Message:subscribe PUBYAC Jane Doe

Special feature:

Bibliographies or Stumpers--A cooperative effort
Because of the heavy load on PUBYAC's server, the moderator asks that when a request is made for titles/answers on a certain topic, all answers be sent directly to the original poster. Furthermore, in the case of bibliographies, because a compiled list would be helpful to all PUBYACkers, the moderator requests the original poster to collate and post the bibliography to PUBYAC so that all PUBYACkers can benefit. The moderator will keep track of these requests and will occasionally send reminders. In the case of stumpers, the original requester should post the correct answer to the list one time so that everyone knows an answer has been found.

Raucci, Richard and Elizaabeth Crane
Yahooligans!™ Way Cool Web Sites: The Web Guide for Kids! IDG Books Worldwide, 1996.

Scout Report
The Scout Report is a weekly publication offering a selection of new and newly discovered Internet resources of interest to researchers and educators, the InterNIC's primary audience. However, everyone is welcome to subscribe to one of the mailing lists (plain text or HTML).
http://www.cs.wisc.edu/scout/report/
http://www.cs.wisc.edu/scout/report/pdf/
For information on subscribing to the Scout Report, send email to listserv@internic.net
In the body of the message type: info scout-report
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http://rs.internic.net/cgi-bin/lwgate/SCOUT-REPORT-HTML/

The Scout Report's Web page:
http://www.cs.wisc.edu/scout/report/
http://wwwscout.cs.wisc.edu/scout/report/
http://rs.internic.net/scout/report/

Young Adult Librarian's Help/Homepage
http://www.acpl.lib.in.us/young_adult_lib_ass/yaweb.html
This page was started by Patrick Jones when he was at the Allen Count Public Library. Patrick still maintains it, through the courtsey of the Kansas City (MO) Public Library even though he is now working in Texas. Good resources.

EVALUATION: TELLING YOUR STORY

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Florida Department of State
Sandra B. Mortham, Secretary of State
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Evaluation Component for FloriNet Level II

Evaluation Objectives

1. Documet impacts on libraries and their patrons
2. Identify factors that contributed to and limited the success of the project
3. Accountability
4. Make recommendations for implementation in other libraries

Usage data

The following types of information will be gathered during the project year:

- Quantitative: **Patron usage count**
    1. Libraries will be asked to provide the results of the server's access log file via FTP, email or hard copy. All web servers automatically generate text-based log analysis files. You will not have to load any software. This file will provide user data, server pages accesses and frequency of document downloads.

- Qualitative: **Periodic requests for information that can be reported the next** month Sample questions:
    1. What sites have been particularly helpful in providing reference service?
    2. What challenges have you had in providing Internet training to patrons?

- **Reportage: Each library will receive an email message on last day of each month from the State Library requesting:**
    1. Access Log
    2. Response to the request for information if a question was given the previous month.

Patron Survey

- A patron survey will be provided to all participating libraries. The State Library will develop the survey, provide copies and analyze the results.

Focus group sessions

- A series of 4 focus group sessions will be held toward the end of the first phase of the project. The objectives will be to identify key issues in planning for future phases of FloriNet and to identify topics for more detailed evaluation . These groups will include library personnel, community stakeholders, and patrons.

Comment box

- This is not a requirement for our evaluation but a suggestion that might be helpful in your implementation. You may want to provide a box or vehicle for patrons to give comments or suggestions. These could provide ideas for improvements and give evidence of impact in your community.

Notebook

- The final document on the FloriNet project will be in the format of a notebook and will be produced by staff at the State Library, with input from the participating libraries. It will be a combination report and "how to" manual. Information gathered during the project will be combined with an overview, an evaluation summary, and recommendations for future projects.

ListServ

- Participants are encouraged to post items of interest to other FloriNet participants for communication, assistance and reportage for evaluation that will be used in the notebook. Initially we will use the fl-lib that is moderated by Carole Fiore and Marian Deeney. If there is too much FloriNet traffic for those Florida libraries who are not participating in the FloriNet project, we will move to a separate listserv, but at this time traffic is manageable on fl-lib, and many libraries will be involved in the FloriNet project.

To subscribe to the list, send a message to:

majordomo@florida3.dos.state.fl.us
with the following message in the body of
your email message: **subscribe fl-lib**

If you have problems subscribing to the list
contact: Marian Deeney at (904) 487-2651
FAX (904)488-2746
TDD (904)922-4085
mdeeney@mail.dos.state.fl.us

Evaluation - Selected Resources

- ☐ Bertot, John Carlo, McClure, Charles R., and Zweizig, Douglas L. *Public Libraries and the Internet: Survey Results and Key Issues.* Washington, DC.: National Commission on Libraries and Information Science, 1996.
- ☐ Noonan, Dana. ":Making Sense of Web Usage Statistics." *The PIPER Letter: Users and Usage.* 1996. Available: http://www.piperinfo.com/pl01/usage.html..
- ☐ Zweizig, Douglas, et al. *The TELL IT Manual.: The Complete Program for Evaluating Library Performance.* Chicago: American Library Association, 1996.

☐ For assistance with evaluation
Sondra Taylor-Furbee
sfurbee@mail.dos.state.fl.us

FLORINET
HANDBOOK
FOR PARTICIPATING LIBRARIES

STATE LIBRARY SERVICES

FLORINET
Libraries for Florida's Future

Bureau of Library and Network Services
Collections and Services of Interest to FloriNet Libraries

☐ **Remote Access to LION**, the State Library's online catalog is available on the World Wide Web at http://stafla.dlis.state.fl.us

☐ **Florida Government Information Locator Service** web site at http://www.dos.state.fl.us/fgils provides one-stop access to government information in Florida including *Statewide Job Llistings* and *agency web sites.* Through the FGILS web site you may also access the State Library's *New Books List*, many library resources and our *Internet Training* site with how-to information and links to useful web sites.

☐ **Statewide Audiovisual Service** offers 4,800 films and 5,300 videos for loan to libraries which may be booked up to two years in advance.

☐ **Florida State Documents Depository Program** provides Florida government publications to 26 participating libraries throughout the state. Each year approximately 4,500 titles are distributed to libraries through this program. State and federal documents are also available through interlibrary loan from the State Library.

☐ **Reference Service Support** - State Library reference staff provide answers to ready reference questions by telephone or e-mail. Extensive research questions and subject requests can be sent by mail or fax. Reference materials may be borrowed through interlibrary loan.

☐ **Interlibrary Loan Services** - The State Library serves as the central site of the FLIN statewide interlibrary loan network. Requests for books, documents, journal articles, etc. may be submitted manually, by fax or transmitted over OCLC to the State Library.

☐ **FirstSearch** electronic databases are available through the FGILS web site under "Libraries and Library Resources" (see additional information sheets for details).

For more information call (904)487-2651
Visit us on the World Wide Web
www.dos.state.fl.us/dlis/network.html

FLORIDA

Florida Government Information Locator Service

The **Florida Government Information Locator Service** is a virtual card catalog of government information available on the Internet. The focus of the locator is information from and about Florida State government with local and Federal government information included.

Administered by the Department of State, State Library of Florida, Division of Library and Information Services, Barratt Wilkins, State Librarian

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◆ Whats's New!
  - Come visit our new Florida Kids page.
  - Florida Campaign Finance Database
  - New Books at the State Library

◆ Introduction to Florida Government

◆ Subject Access to Florida Government

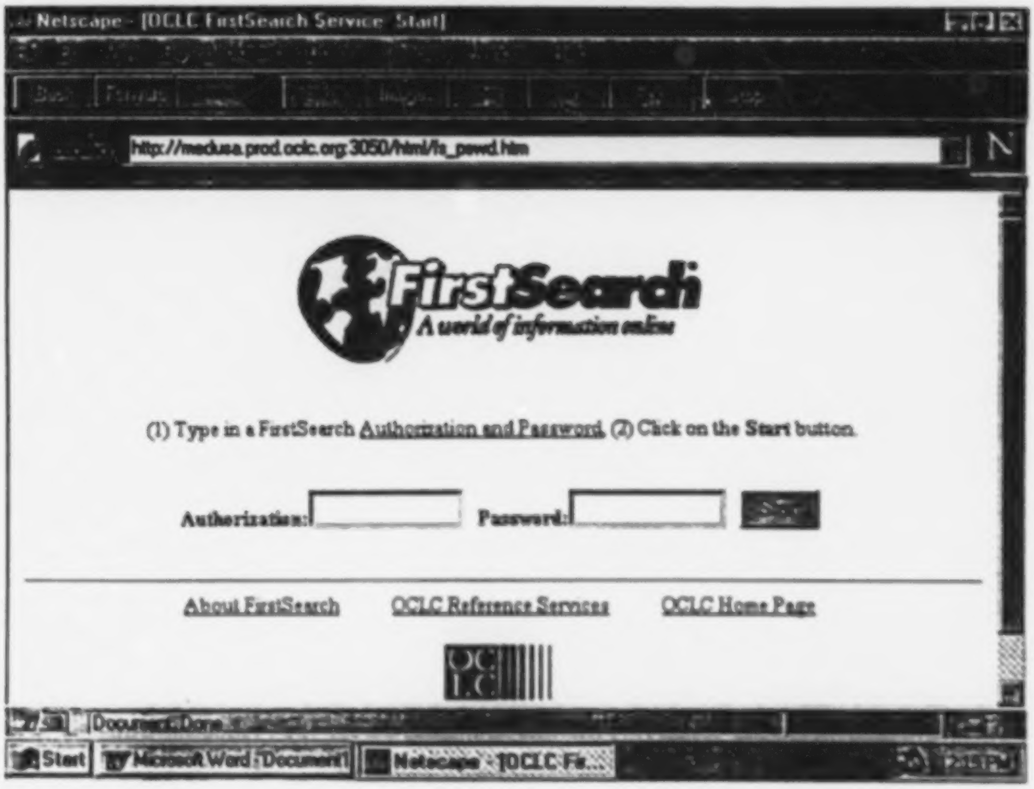
◆ Florida Government Bodies and Agencies
  - Florida Governor and Cabinet
  - - Public Access Policies, Issues and Recommendations
  - Florida State Agencies
  - Florida State Commissions and Boards
  - Florida Legislature
  - Florida Courts
  - Florida Education Community

◆ State of Florida Resources/Information
  - Telephone Directory
  - Job Openings
  - Libraries and Library Resources - Florida Library JobLine
  - Florida FreeNets and Local Community Networks
  - Florida Communities Network - Florida Local Government and Business
  - US Census Bureau - Florida Map and Data

◆ Other Sources of Information
  - State Search
  - Federal Government

- About the Florida Government Information Locator Service.
- Disclaimer.

Please send your comments and suggestions to locator@dlis.state.fl.us
Last updated *November 4, 1996*


Netscape - [OCLC FirstSearch Service: Start]
http://medusa.prod.oclc.org:3050/html/fs_pswd.htm
FirstSearch
A world of information online
Authorization:
Password:
About FirstSearch
OCLC Reference Services
OCLC Home Page
OCLC
Document: Done
Start
Microsoft Word - Document1
Netscape - [OCLC Fi...

(1) Type in a FirstSearch Authorization and Password. (2) Click on the Start button.

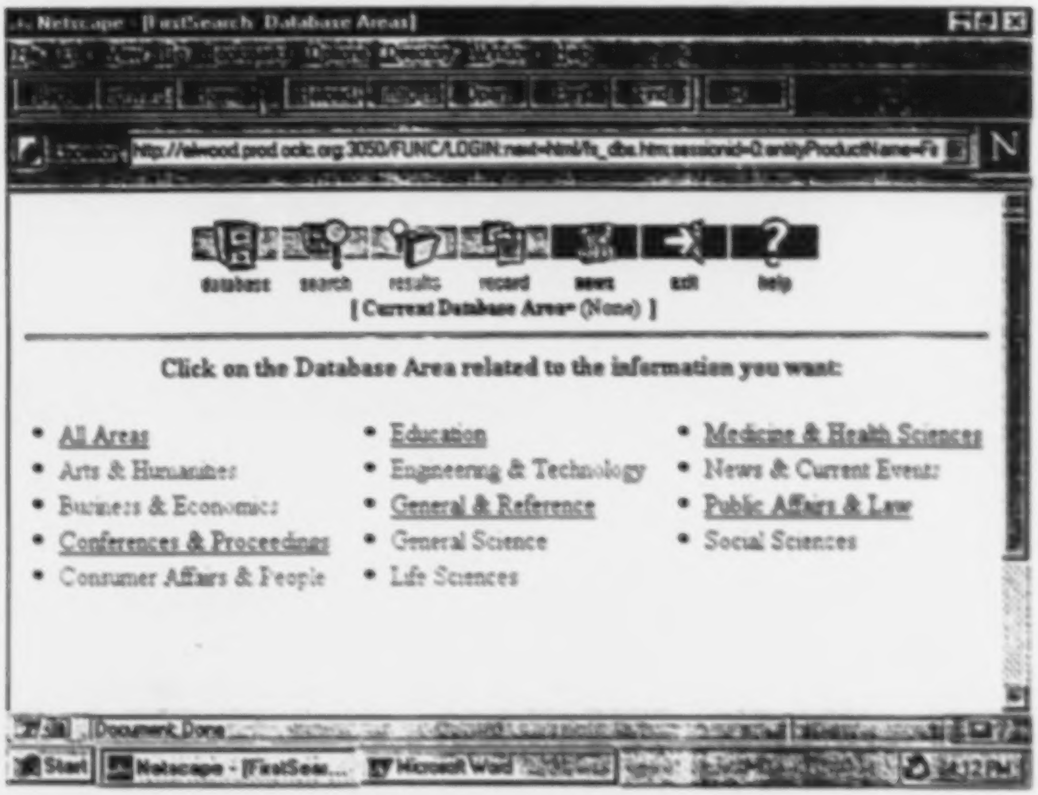
FirstSearch Login Screen

Click on Authorization box and type 100-121-912

Click on Password box and type gbwcb3wjs

The following pages are screen prints illustrating the steps you may follow in using FirstSearch

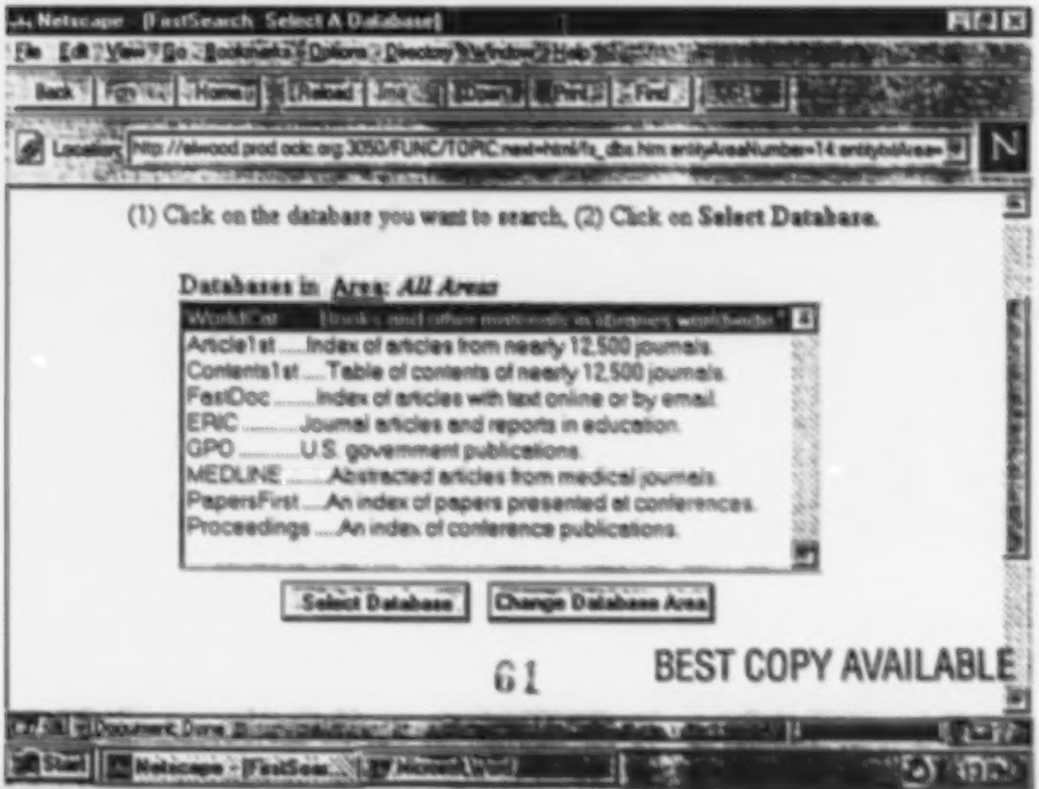
Screen prints of the database categories and of the nine specific databases available


Netscape - [FirstSearch: Database Areas]
http://elwood.prod.oclc.org:3050/FUNC/LOGIN:next=html/fs_dbs.htm:sessionid=0:entityProductName=Fi
database
search
results
record
news
exit
help
Document: Done
Start
Netscape - [FirstSea...
Microsoft Word

[Current Database Area= (None)]

Click on the Database Area related to the information you want:

- All Areas
- Arts & Humanities
- Business & Economics
- Conferences & Proceedings
- Consumer Affairs & People
- Education
- Engineering & Technology
- General & Reference
- General Science
- Life Sciences
- Medicine & Health Sciences
- News & Current Events
- Public Affairs & Law
- Social Sciences


Netscape - [FirstSearch: Select A Database]
File Edit View Go Bookmarks Options Directory Window Help
Back Forward Home Reload Images Open Print Find
Location:
http://elwood.prod.oclc.org:3050/FUNC/TOPIC:next=html/fs_dbs.htm:entityAreaNumber=14:entitybibArea=
Select Database
Change Database Area
Document: Done
Start
Netscape - [FirstSea...
Microsoft Word

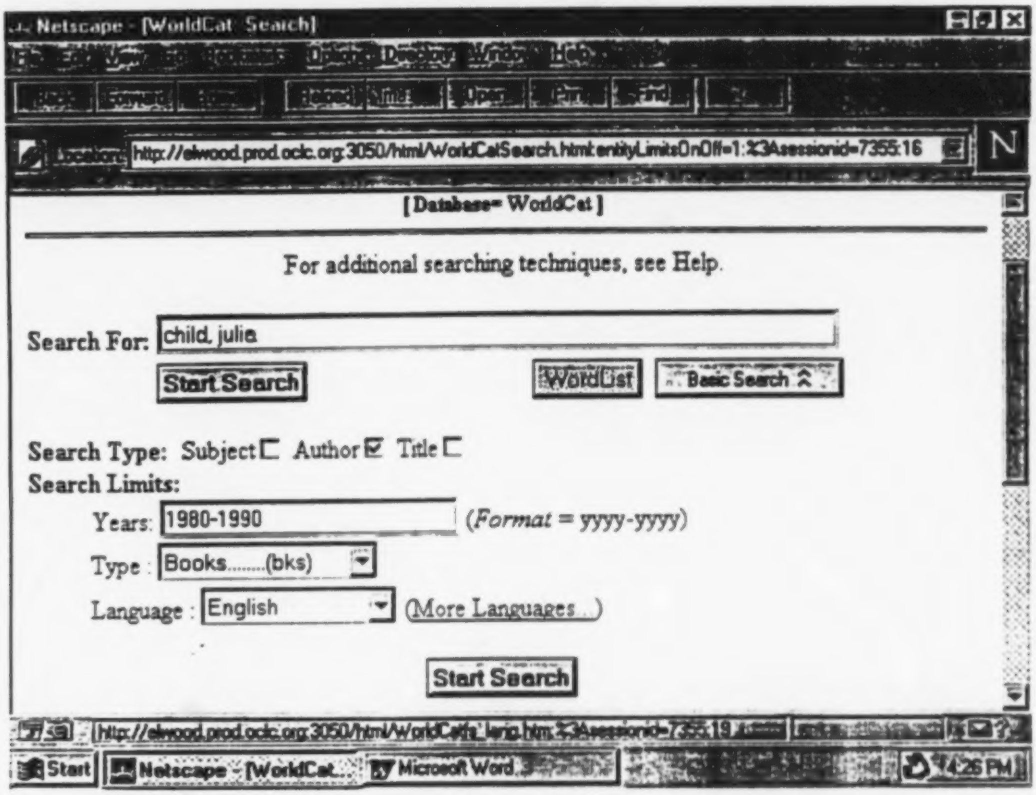
(1) Click on the database you want to search, (2) Click on **Select Database.**

Databases in Area: *All Areas*

WorldCat ......Books and other materials in libraries worldwide
Article1st ......Index of articles from nearly 12,500 journals.
Contents1st .....Table of contents of nearly 12,500 journals.
FastDoc ....Index of articles with text online or by email.
ERIC ....Journal articles and reports in education.
GPO .............U.S. government publications.
MEDLINE ....Abstracted articles from medical journals.
PapersFirst .....An index of papers presented at conferences.
Proceedings .....An index of conference publications.

BEST COPY AVAILABLE

Print showing the "Advanced Search" screen with a search for author, Julia Child, and limits indicated for dates, type of material and language of publication Bottom screen is the results list for this search



Location: http://elwood.prod.oclc.org:3050/html/WorldCatSearch.html:entityLimitsOnOff=1:%3Asessionid=7355:16

[Database= WorldCat]

For additional searching techniques, see Help.

Search For: child, julia

Search Type: Subject ☐ Author ☑ Title ☐

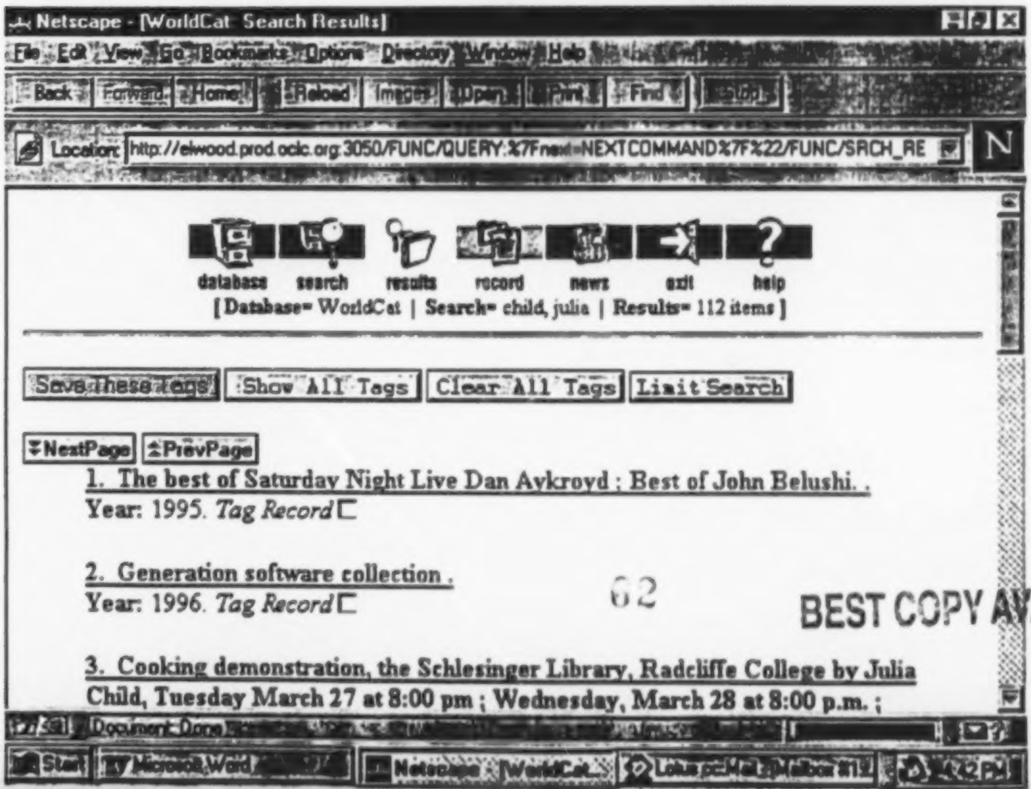
Search Limits:

Years: 1980-1990 (*Format = yyyy-yyyy*)

Type : Books........(bks)

Language : English (More Languages...)

http://elwood.prod.oclc.org:3050/html/WorldCatfs_lang.htm:%3Asessionid=7355:19



Location: http://elwood.prod.oclc.org:3050/FUNC/QUERY:%7Fnext=NEXTCOMMAND%7F%22/FUNC/SRCH_RE

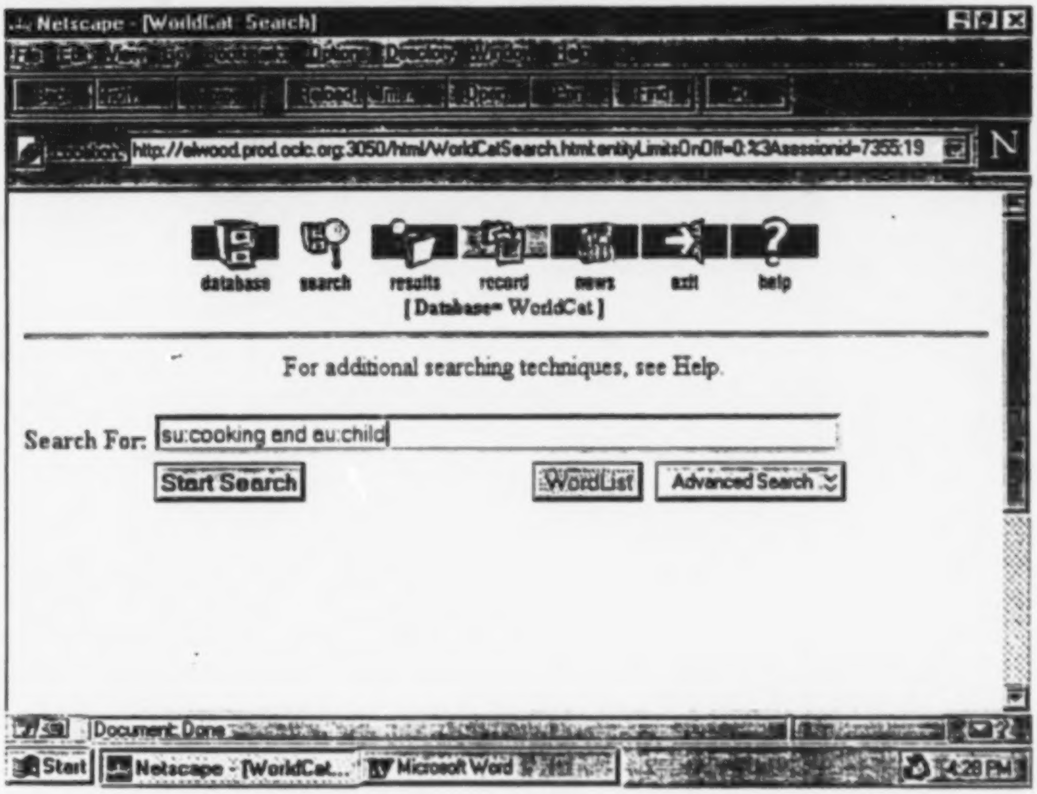
[Database= WorldCat | Search= child, julia | Results= 112 items]

1. The best of Saturday Night Live Dan Aykroyd ; Best of John Belushi. .
Year: 1995. *Tag Record* ☐

2. Generation software collection .
Year: 1996. *Tag Record* ☐

3. Cooking demonstration, the Schlesinger Library, Radcliffe College by Julia Child, Tuesday March 27 at 8:00 pm ; Wednesday, March 28 at 8:00 p.m. ;

Print showing the "Basic Search" screen with a search for the subject of "cooking" in combination with author "Child"
Bottom screen is the results list for this search

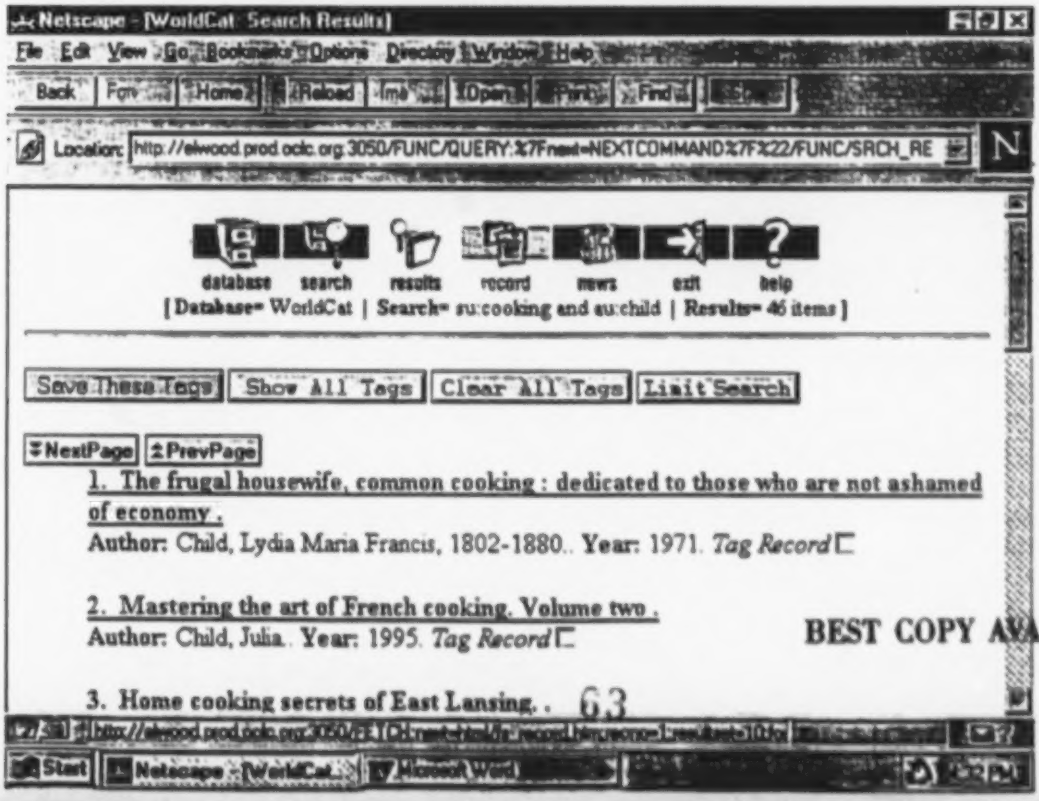


http://elwood.prod.oclc.org:3050/html/WorldCatSearch.html:entityLimitsOnOff=0:%3Asessionid=7355:19

[Database= WorldCat]

For additional searching techniques, see Help.

Search For: su:cooking and au:child



Location: http://elwood.prod.oclc.org:3050/FUNC/QUERY:%7Fnext=NEXTCOMMAND%7F%22/FUNC/SRCH_RE

[Database= WorldCat | Search= su:cooking and au:child | Results= 46 items]

1. The frugal housewife, common cooking : dedicated to those who are not ashamed of economy .
Author: Child, Lydia Maria Francis, 1802-1880.. Year: 1971. *Tag Record* ☐

2. Mastering the art of French cooking. Volume two .
Author: Child, Julia.. Year: 1995. *Tag Record* ☐

3. Home cooking secrets of East Lansing. .

FLORINET
HANDBOOK
FOR PARTICIPATING LIBRARIES

LIBRARY POLICIES AND THE INTERNET

Library Internet & Electronic Information Use Policy Options

..PPLICATIONS & POLICIES		STAFF HAS DESKTOP INTERNET & E-MAIL ACCESS	PUBLIC ACCESS STAND-ALONE PC	PUBLIC ACCESS WEB-BROWSER	PUBLIC ACCESS TO E-MAIL	LIBRARY HAS WEB SITE	LIBRARY PROVIDES PUBLIC WITH INTERNET ACCOUNTS (E-MAIL / FREENETS)
BASIC POLICY	Policy or rules	✓	✓	✓	✓		
	Equipment schedule		✓	✓	✓		
	Public Records Law applies to e-mail	✓					
DISCLAIMERS	Describe agency purpose in providing service	✓		✓	✓	✓	✓
	Caution about inability to guarantee privacy	✓		✓	✓	✓	✓
	Caution about accuracy of information found on the web	✓		✓	✓	✓	✓
	Copyright warning	✓		✓	✓	✓	✓
	Obscenity warning: user may be liable for displaying images	✓		✓	✓	✓	✓
ACCEPTABLE USE POLICIES	Fraud, slander, harassment	✓			✓		✓
	Violation of computer security (hacking)	✓			✓		✓
	Destruction of Data (hacking)	✓			✓		✓
	Obscenity: transfer of content	✓			✓		✓

Providing Public Access to the Internet - Information & Example Policies

October 14, 1996

- Listed here are a few source documents and examples that individuals developing public library Internet policies might wish to consult. URL's are provided when available. This list is not definitive as the number of sources grows daily.

- **"Lake Oswego Public Library: Internet Resources: Public Library Internet Access Policies"** - [http//:www.ci.oswego.or.us/library/poli.htm] - This includes links to over 40 public library disclaimers acceptable use policies.

- **"St. Joseph County Public Library Computer Usage Policy and Disclaimer"** - [http://sjcpl.lib.in.us/homepage/ Reference/ComputUse Policy.html] - St. Joseph is one of the better public library sites on the web in addition to providing a model policy.

- **"Disclaimer"** - Division of Library and Information Services.- [http://www.dos.state.fl. us/fgils/disclaim.html] - Here is the State Library's Disclaimer.

- **Alachua County Freenet user agreement and disclaimer -** [http://afn.org/ press/agreement.txt & http://afn.org/disclaimer.html] - Examples of disclaimer and acceptable use agreements.

- **"My Rules for Online Safety on the Information Highway" -** [http://www.spl.lib.wa.us:80/ splhome/infopage/spcollec/juv/safety.html] - Seattle Public Library excerpted this from "Child Safety on the Information Highway by the National Center for Missing and Exploited Children.

- **"Child Safety on the Information Highway"** - by the National Center for Missing and Exploited Children. - [http://www.missingkids.org/] - Libraries frequently refer parents and children to this document.

- **"Parental Control"** - [http://www.worldvillage.com/wv/ school/html/ control.htm] - Lists a number of Internet screening software.

- **Florida Statutes, Chapter 847: Obscene Literature; Profanity** - [http://www.scri.fsu. edu/fla-leg/statutes/1995/CHAPTER_847.html] - Florida's law.

- **United State Code, Title 18, Part I, Section 110, Sexual Exploitation and other Abuse of Children** - [http://www.law.cornell.edu/uscode/18/2252.html] - Federal law prohibiting transmission of certain sexually explicit images over the Internet.

- **Electronic Mail and Transitory Message, Memorandum, General Counsel, Florida Department of State & General Records Schedule for State and Local Goverment Agencies** - - Http://www.dos.state.fl.us/sos/divisions/dlis/barm/email.htm - Generally presents the interpretation that e-mail records are not public records within the meaning of Florida Statutes Chapter 119 if they do not set policy, establish guidelines or procedures, certify a transaction, or become a receipt. These transitory records may be deleted when no longer useful.

- **ALA Intellectual Freedom Policies** - [gopher://gopher.ala.org:70/11s/alagophx] - All ALA policies referred to in this document can be obtained here. The two documents listed below do an provide excellent guidance in developing policies.

    - **"Access to Electronic Information, Services, and Networks: an Interpretation of the Library Bill of Rights"**

    - **""Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities"**

    - **"Guidelines for the Development of Policies and Procedures Regarding User Behavior and Library Usage"**

- **Acceptable Use Policies (AUP's) on the World Wide Web** - Search for "AUP's" on Altavista - [http://www.altavista.digital.com/].

- **"Surfing the Information Superhighway at the Miami-Dade Public Library System" & posted Internet workstation message.**

- **"Education Resource List," -** [http://www.state.wi.us/ agencies/dpi/www /ed_child.html] - Wisconsin Department of Education - One of a growing list of excellent, safe web sites for children.

- **"Library Web Construction 101,"** Public Libraries, July 1995. - This article provides a look at tasks and issues libraries deal with as they put up home pages. Good food for thought and things to consider.

- **"St. Joseph County Public - SJCPL's List of Libraries with Internet Services" -** [http://sjcpl.lib.in. us/homepage/PublicLibraries/ PublicLibrary Servers.html] - Another library resource from these folks. This lists public library web sites and in turn great examples of how libraries are using the Internet to serve the public.

- **Wisconsin Division for Libraries and Community Learning - Library Resource List: Librarians, the Net and the NII -** [http://www.state.wi.us/ agencies/dpi/www/lib_res.html#contents] - A comprehensive source for documents and links.

- **Tecom Information Resources on the Internet. -** [http://www.spp .umich.edu/ telecom/policy.html] - Comprehensive source of documents and links related to the Internet and telecommunications. Particularly good source for legal information.

- **The Information Law Web -** [http://seamless.com/rcl/infolaw.html] - Good source for legal information.

- **Cyberspace Law Center, Cybercrime Resources -** [http://www. cybersquirrel.com/clc/crimes.html#top] - Good source for legal information.

- **"Links to Florida Libraries" -** [http://www.dos.state.fl.us/fgils/ fl_lib. htm] - This continuously updated site provides links to Florida libraries.

- **"American Civil Liberties Union, et al., v Janet Reno, Attorney General of the United States and American Library Association, Inc. et. Al., v United States Department of Justice, et al." -** [http://www. cdt.org/ ciec/decision.html] - This is the United States District Court for the Eastern District of Pennsylvania decision in the combined challenges of the ALCU and ALA to specific provisions of the Communications Decency Act of 1996. The challenge is expected to go to the Supreme Court in the fall.

Guiding Children Through Cyberspace -- URLs

The purpose of this page is to gather together tools and opinions on how to guide children's use of the Internet. No endorsement of any site is intended. Rather the intent is to show the range of websites offering help to parents. Information on additional sites is welcomed. This page was originally developed for an April, 1996, presentation to the Hampton Roads Internet Association http://www.hria.org.

While the predominent concern for children in cyberspace has been offensive material (see the text of the decision in the CDA case http://www.aclu.org/court/cdadec.html), guidance is also important in helping children cope with commercial messages and protect family privacy (see Web of Deception, http://www.igc.apc.org/cme/kidadsreport.html), manage time online, and judge the validity and usefulness of information they get from the Internet. I have a suggested list of criteria to use in evaluating a Web site at http://duckdock.acic.com/carolyn/criteria.htm.

Advice

- ☐ Larry Magid's brochure online http://www.larrysworld.com/child_safety.html
- ☐ Yahoo's advice to kids and parents http://www.yahooligans.com/docs/safety/index.html
- ☐ The Children's Partnership guide http://www.childrenspartnership.org/parentguide/partII.html#safe
- ☐ the U.S.Navy's suggestions http://www.navy.mil/homepages/thumbs/
- ☐ Child Find Canada Online's suggestions http://www.discribe.ca/childfind/educate/infohwy.hte
- ☐ New York Public Library's advice http://www.nypl.org/branch/safety.html
- ☐ Hotwired on parenting online http://www.muckraker.com/muckraker/96/24/index3a.html
- ☐ and *Wired* on kids' rights http://www.hotwired.com/wired_online/4.07/kids/
- ☐ the March, 1996 issue of *From Now On* http://www.pacificrim.net/~mckenzie/fnomar96.html NEW
- ☐ another guide for parents http://www.cais.net/cannon/memos/parents.htm
- ☐ Netadvocacy, with links to filters http://www.monroe.lib.in.us/~lchampel/netadv.html UPDATE
- ☐ another page of filter links http://www.sils.umich.edu/~slbailey/723/filter.htm
- ☐ The Electronic Frontier Foundation's archive on filters http://www.eff.org/pub/Censorship/Ratings_filters_labelling/
- ☐ Families Against Internet Censorship http://rainbow.rmii.com/~fagin/faic/
- ☐ an amateur info-highway patrol http://www.safesurf.com/cyberangels/
- ☐ and a dissenting opinion on vigilantes http://www.boardwatch.com/mag/96/feb/bwm27.htm

Software Filters

(Yahoo maintains a more broadly defined list of filtering sites at http://www.yahoo.com/Business_and_Economy/Companies/Computers/Software/Internet/Blocking_and

- ☐ Bess, the Internet retriever http://bess.net
- ☐ ChatNet 2.0 for Macintosh http://www.elsinc.com/~elstech/chatnet.html
- ☐ Cyberpatrol http://www.microsys.com/cyber/default.htm
- ☐ Cybersitter http://www.solidoak.com
- ☐ CyberSnoop (was TattleTale) http://www.pond.com/%7Epearlsft/ UPDATE
- ☐ InterGo http://www.intergo.com
- ☐ Internet Filter http://www.turnercom.com/if/index.html UPDATE
- ☐ Net Shepherd http://www.shepherd.net/
- ☐ Net Nanny http://www.netnanny.com/home.html UPDATE
- ☐ Purview Internet Manager (was SNAGS) http://www.purview.com/imanager/ UPDATE

- ☐ Specs http://www.newview.com/
- ☐ Surfwatch http://www.surfwatch.com
- ☐ Web Track http://www.webster.com

Reviews

- ☐ NewSoft's "Comparison of Features" http://www.neosoft.com/parental-control/ntable.html
- ☐ another comparative evaluation http://esm2.imt-mrs.fr/winter/ucensor.html
- ☐ a review of Net Nanny http://www.melbpc.org.au/pcdt/9603/nnanny.htm
- ☐ also, read "Safe Computing", pages 48-58 in the September, 1996, *InternetWorld*
- ☐ and the November follow-up "Who Will Watch the Watchmen", page 30. NEW
- ☐ analysis from Voters Telecommunications Watch http://www.vtw.org/pubs/ipcfaq

Raters and ratings

- ☐ PICS technical specifications for ratings http://www.w3.org/pub/WWW/PICS/
- ☐ Microsoft Internet Explorer's use of PICS http://www.microsoft.com/ie/most/howto/ratings.htm
- ☐ RSACi ratings http://www.rsac.org
- ☐ SafeSurf ratings http://www.safesurf.com/index.html
- ☐ another rating site http://www.childsafe.com
- ☐ Ararat's commercial rating site http://www.ararat.com/ratings/Index.html NEW
- ☐ a site that re-evaluates other sites http://www.microsys.com/616/default.htm

Other surfing tools

- ☐ Yahoo's search engine for kids http://www.yahooligans.com
- ☐ a PICS based search engine http://www.aaa.com.au/matilda/ NEW
- ☐ list of PICS compliant proxy servers http://www.n2h2.com/pics/proxy_servers.html NEW
- ☐ the Anonymizer, for surfing without leaving a trail http://www.anonymizer.com/

last revised 12/96
Carolyn Caywood
please send comments to carolyn@infi.net

This page is provided as a public service by Atlantic Coast Internet Consultants, Inc.

Parental Control Software

Comparison of Features

	CyberSitter	Cyberpatrol	InterGO	Surfwatch	NetNanny	Internet in a Box for Kids
Easy to Install	Harder	Average	Easiest	Easy	Harder	Average
Blocks by Site	Yes	Yes	Yes	Yes	Yes	Yes
Blocks by File Type	Yes	No	No	No	No	No
Blocks Newsgroups by Type	Yes	Yes	Yes	Yes	Yes	NA
Blocks Games and Programs	Yes	No	No	No	Yes	NA
Logs Access Attempts	Yes	No	No	No	Yes	Yes
Shuts Down Offending Applications	No	No	No	No	Yes	No
Informs User Of Block	No	No	No	Yes	No	NA
Automatic Update Service	No	No	Yes	Yes	Yes	No
Complete Access Solution	No	No	Yes	No	No	Yes
Limits Operation Time in Hours	No	Yes	No	No	No	Yes
Supports User Defined Blocks	Yes	Yes	Yes	Yes	No	Yes
Supports SafeSurf Standard	Yes	Yes	Yes	Yes	No	No
Human and Crawler site analysis	No	No	Yes	No	No	No

MIAMI-DADE PUBLIC LIBRARY SYSTEM

INTERNET work stations are located in a public area. Users need to be considerate and refrain from displaying materials that those around them might reasonably consider objectionable.

SEFLIN Free-Net Access Libraries

Main Library • 101 W. Flagler St. • (305) 375-2665
North Dade Regional • 2455 NW 183 St. • (305) 625-6424
South Dade Regional • 10750 SW 211 St. • (305) 233-8140
West Dade Regional • 9445 Coral Way • (305) 553-1134
West Kendall Regional • 10201 Hammocks Blvd. • (305) 385-7135
Coral Gables Subregional • 3443 Segovia St. • (305) 442-8706
Miami Beach Subregional • 2100 Collins Ave. • (305) 535-4219
Northeast Subregional • 2930 Aventura Blvd. • (305) 931-5512
Coral Reef Branch • 9211 Coral Reef Dr. • (305) 233-8324
Hispanic Branch • 2190 W. Flagler St. • (305) 541-9444
Homestead Branch • 700 N. Homestead Blvd. • (305) 246-0168
Kendall Branch • 9101 SW 97 Ave. • (305) 279-0520
Miami Lakes Branch • 6699 Windmill Gate Rd. • (305) 822-6520
South Miami Branch • 6000 Sunset Dr. • (305) 667-6121

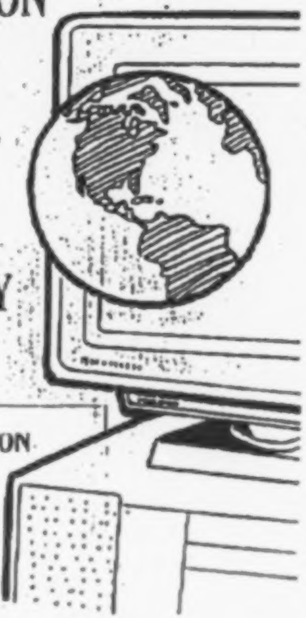
World Wide Web
Coral Gables Subregional
3443 Segovia St

World Wide Web to be available Spring 1996
North Dade Regional
South Dade Regional
West Dade Regional
West Kendall Regional
Miami Beach Subregional
Northeast Subregional

SW-114

MIAMI-DADE PUBLIC LIBRARY SYSTEM

SURFING THE INFORMATION SUPERHIGHWAY AT THE MIAMI-DADE PUBLIC LIBRARY SYSTEM



- **What is the INFORMATION SUPERHIGHWAY?**
- **What is the WORLD WIDE WEB?**
- **Where can I access the INFORMATION SUPERHIGHWAY?**
- **What type of information will I find?**
- **What is the best way to help my child use the INTERNET?**

WHAT IS THE INFORMATION SUPERHIGHWAY?

Today's existing and emerging technologies, such as digital telecommunication, fiber optics, and high-capacity satellite systems, are forging the development of a global infrastructure that will allow instant communication to every point of the world. Video conferencing, interactive television, and many other, yet to be thought of services will some day be the norm in every home and business.

The beginnings of this *Information Superhighway* actually date back to the 1950's with the development of a backbone of ultra-high-speed telephone lines that have allowed the linking of computers worldwide. The linking or *highway* that connects computers throughout the globe is known as the *Internet*. Often called a *network of networks*, *Cyberspace*, or *Net*, the *Internet* is actually a worldwide sharing of resources. It is, at the same time, a communications tool, a resource for education and research, and an entertainment medium.

WHAT IS THE WORLD WIDE WEB?

The World Wide Web is the newest, most user friendly, and certainly the most exciting service for retrieving resources on the Internet. When viewed with a graphical browser, the World Wide Web offers full color graphics as well as text. Ease of use is a major benefit. Key words within a document, known as *links*, are highlighted. The user has only to point the mouse and click on the link to view the related document. The Web incorporates other, more difficult to use, Internet services, such as FTP, Telnet, and Gopher. Users may either link to a preselected site or may input a specific address.

WHAT IS THE SEFLIN FREE-NET?

SEFLIN (Southeast Florida Library Information Network) is a non-profit cooperative of libraries in Dade, Broward, and Palm Beach Counties that work together to enhance library services in South Florida. A Free-Net is a community network of information, accessible over the Information Superhighway, which is developed by and for community members and includes local information, calendars of events, and discussion groups. SEFLIN has developed and implemented a Free-Net in Dade, Broward, Martin and Palm Beach Counties.

SEFLIN Free-Net is a text-only menu driven community database; supplemented by Internet information. Connections to Telnet, FTP, Gopher and World Wide Web sites are made through menu selections, not user input of specific addresses.

One of the most popular Free-Net services is E-mail (Electronic Mail), which allows users to exchange messages over the Internet with anyone also using an Internet e-mail service.

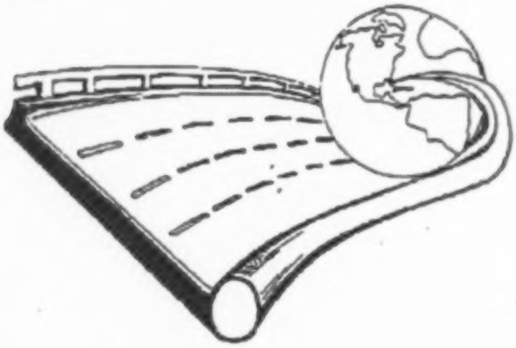
WHERE CAN I ACCESS THE INFORMATION SUPERHIGHWAY?

The Miami-Dade Public Library System is your on-ramp to the Information Superhighway.

A pilot project of World Wide Web access, through a graphical browser, is being offered at the Coral Gables Branch Library. Telnet, FTP, Gopher, and Usenet Discussion groups are also available.

SEFLIN Free-Net is available at fourteen locations: Main Library, the Regionals - North Dade, South Dade, West Dade, and West Kendall, the Sub-Regionals - Coral Gables, Miami Beach and Northeast; and the medium-sized Branches - Coral Reef, Hispanic, Homestead, Kendall, Miami Lakes and South Miami.

World Wide Web and Free-Net access will be extended to other branches in the near future.



WHAT TYPE OF INFORMATION IS ON THE INFORMATION SUPERHIGHWAY?

The electronic highway provides countless resources for children, teens, and adults, giving them online access to educational organizations, libraries, business, and government entities. Following are some examples of what users can do, either graphically via a World Wide Web browser or in text-only mode on the Free-Net:

- **Read pending Congressional bills**
- **Visit museums around the world**
- **View historic scenes of Miami or Coral Gables**
- **Obtain job listings**
- **Tour the White House**
- **Attend electronic storytime**

WHAT IS THE BEST WAY TO HELP MY CHILD USE THE INFORMATION SUPERHIGHWAY?

The Miami-Dade Public Library System welcomes and encourages children to use the available Internet resources. Since the Internet is a global electronic network of information not under the control of the Miami-Dade Library System, the Library cannot regulate the nature or content of the information accessed nor the availability of any given Internet site. There may be sites that carry information some individuals consider controversial, inappropriate, or offensive.

We cannot act in your place in providing constant care and supervision of your children as they explore the Internet. The responsibility for what minors read on the Internet rests with parents or guardians. There are steps that you, as parents or guardians, can take to insure that your children have positive online experiences whether at home or at the library:

- **Join your children in their Internet exploration.**
- **Consider providing guidelines for your children on the amount of time to be spent online and on appropriate locations to visit, just as you do with television viewing.**
- **Instruct your children NEVER to give out personal information (name, address, password, telephone number, credit card number) online.**
- **Teach your children to be good online consumers. As with all information, consider the source, date, and accuracy of the information. Users need to question the validity of information accessed.**

Having knowledge and experience with computers and the Internet will help your children get a head start in this technologically developed society.

St. Joseph County Public Library

St. Joseph County Public Library Computer Usage Policy and Disclaimer

INTRODUCTION

This document constitutes a Library-wide policy for the management of computer data networks and the resources they make available, as well as stand-alone computers that are owned and administered by the St. Joseph County Public Library. The policy reflects the ethical principles of the St. Joseph County Public Library and indicates, in general, what privileges and responsibilities are characteristic of the Library computing environment.

GENERAL POLICIES

Computer use has become an integral part of many Library activities. While much computing is now done on individual computing resources, most information and communications systems either reside on central computers or use networks. Procedures for gaining access to and making optimum use of these resources (including the steps to be taken in lodging complaints) are available to users.

External Networks

Members of the Library community who use networks or facilities not owned by the Library will adhere to the policies and procedures established by the administrators of these networks and facilities. (These can usually be obtained from the network information center of the network in question.) Use of Library computing resources must follow the guidelines of all of the networks traversed.

CONFIDENTIALITY

In general, the Library will treat information stored on computers as confidential (whether or not that information is protected by the computer operating system). Requests for disclosure of information will be honored only under one of the following conditions:

- ☐ when approved by the appropriate Library administrator;
- ☐ when authorized by the owners of the information;
- ☐ when required by local, state or federal law.

Except when inappropriate, computer users will receive prior notice of such disclosures. (Viewing of information in the course of normal system maintenance does not constitute disclosure.)

Warning: Users of electronic mail systems should be aware that electronic mail in its present form cannot be secured and is, therefore, extremely vulnerable to unauthorized access and modification.

be secured and is, therefore, extremely vulnerable to unauthorized access and modification.

RESPONSIBILITIES OF USERS

- ☐ The user is responsible for correct and sufficient use of the tools available for maintaining the security of information stored on each computer system. The following precautions are strongly recommended:
- ☐ Computer accounts, passwords and other types of authorization that are assigned to individual users shouldnot be shared with others.
- ☐ The user should assign an obscure account password and change it frequently.
- ☐ The user should understand the level of protection each computer system automatically applies to files and supplement it, if necessary, for sensitive information.
- ☐ The microcomputer user should be aware of computer viruses and other destructive computer programs, and take steps to avoid being a victim or unwitting distributor of these processes.

Ultimate responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data or for any damage or injury arising from invasion of the user's privacy.

ORGANIZATIONAL PURPOSES

Library computing resources are to be used to advance the Library's mission. Staff may use them only for purposes related to the discharge of their duties as employees, their official business with the Library, and other Library-sanctioned activities. (See Addendum A.)

LEGAL USE

Computing resources may only be used for legal purposes by the public and staff. Examples of unacceptable purposes include, but are not limited to, the following:

- ☐ Harassment of other users;
- ☐ Libeling or slandering other users;
- ☐ Destruction of or damage to equipment, software, or data belonging to the Library or other users;
- ☐ Disruption or unauthorized monitoring of electronic communications;
- ☐ Unauthorized copying of copyright-protected material.

ETHICAL USE

Computing resources should be used in accordance with the ethical standards of the Library. Examples of unacceptable use (some of which may also have legal consequences) include, but are not limited to, the following:

- ☐ Violation of computer system security;
- ☐ Unauthorized use of computer accounts, access codes, or network identification numbers assigned to others;
- ☐ Use of computer communications facilities in ways that unnecessarily impede the computing activities of others (such as randomly initiating interactive electroniccommunications or e-mail exchanges, overuse of interactive network utilities, and so forth);
- ☐ Violation of software license agreements;

- ☐ Violation of software license agreements;
- ☐ Violation of network usage policies and regulations;
- ☐ Violation of another user's privacy.

COOPERATIVE USE

Computing resource users can facilitate computing at the Library in many ways. The Library endorses the practice of cooperative computing. It includes:

- ☐ Regular deletion of unneeded files from one's accounts on shared computing resources;
- ☐ Refraining from overuse of connect time, information storage space, printing facilities or processing capacity;
- ☐ Refraining from overuse of interactive network utilities;
- ☐ Refraining from use of sounds and visuals which might be disruptive to others;
- ☐ Refraining from use of any computing resource in an irresponsible manner.

DISPLAY/DISSEMINATION OF SEXUALLY EXPLICIT MATERIALS

Use of Library Internet access stations to display or disseminate sexually explicit or sexually suggestive (obscene/pornorgraphic) material in any Library building is prohibited. Violaters of this policy will be removed from the Library building and will have their library privileges revoked.

INTERNET STATION USER POLICY

Time Limits Per Day

An individual has up to 1 hour on the Internet if others are waiting. An individual has up to 2 hours maximum if no one is waiting. In order to maximize availability of the Internet for all users, each individual is limited to a total of 2 hours per day, regardless of how many terminals are used.

On Sundays, however, an individual has up to one half hour on the Internet if others are waiting. An individual has up to one hour mximum if no one is waiting. In order to maximize availability of the Internet for all users, each individual is limited to a total of one hour per Sunday, regardless of how many terminals are used.

Required Identification

Users must leave a valid driver's license (Indiana or other), valid library card (SJCPL or other), or a valid school I.D. card (with picture) with the librarian at the service area information desk. Other acceptable identification is limited to the following: valid State of Indiana I.D., current utility bill showing the individual's name and address, or a letter from a governmental agency (on stationary with letterhead) verifying the individual's name and address. Consult the librarian regarding supplemental and alternative forms of identification.

Sign-In At Service Area Information Desk

Use of the Internet Stations is on a first-come, first-served basis. Users are required to sign-in at the

Information desk and leave required identification with the librarian. When this is done, the user is given a keyboard and mouse. The user must return the keyboard and mouse to the librarian and sign-off before identification is returned.

SANCTIONS

Violators of computing resources use policies may lose library privileges. (Staff will be subject to normal disciplinary procedures as well.) Violations of the policies described above for legal and ethical use of computing resources will be dealt with in a serious and appropriate manner. Illegal acts involving Library computing resources may also be subject to prosecution by local, state or federal authorities.

Use of Library Internet access stations to display or disseminate sexually explicit or sexually suggestive (obscene/pornorgraphic) material in any Library building is prohibited. Violaters of this policy will be removed from the Library building and will have their library privileges revoked.

DISCLAIMER

Since the Internet is a global electronic network, there is no state/county control of its users or content. The Internet and its available resources may contain material of a controversial nature. The Library cannot censor access to material nor protect users from offensive information. Parents of minor children must assume responsibility for their children's use of the Internet through the Library's connection. Parents and children are encouraged to read MY RULES FOR ONLINE SAFETY available from the Seattle Public Library's Home Page. Another important set of helpful suggestions for your child's safety on the Internet is **Child Safety on the Information Highway**, reprinted and distributed with permission of the National Center for Missing and Exploited Children.

Library staff cannot control the availability of information links which often change rapidly and unpredictably. Not all sources on the Internet provide accurate, complete or current information. Users need to be good information consumers, questioning the validity of the information.

Also, the St. Joseph County Public Library assumes no responsibility for any damages, direct or indirect, arising from use of its WWW Server or from its connections to other Internet services through CICNet, Inc.

LIMITATION OF LIABILITY

All patrons who wish to use the Library's microcomputer equipment are required to sign and date the following "Limitation of Liability":

LIMITATION OF LIABILITY

The undersigned acknowledges that he/she has read and understands the St. Joseph County Public Library Computer Usage Policy.

The undersigned further acknowledges and agrees that the St. Joseph County Public Library assumes no liability for any loss or damage to the user's data or for any damage or injury arising from invasion of privacy in the user's computer accounts, programs, or files.

Signature

Dated: ____________________

ADDENDUM A.
GUIDELINES FOR STAFF USE OF LIBRARY COMPUTING RESOURCES

1. Staff must refrain from unauthorized use of departmental computing resources, such as computers, laser printers or modems, etc.
2. Staff will not use departmental computing resources for private business purposes unrelated to the mission of the Library.
3. Personal use of Library computing resources, if allowed in a department, must be approved by the appropriate department head with the following minimum guidelines in effect:
    a. Personal use will be on an employee's personal time.
    b. It will not interfere with any work-related activity.
    c. The person will supply their own expendable materials.
    d. Hard disk space should be reserved for departmental administrative tasks rather than for personal use.
4. The Library encourages staff to use e-mail for job-related communication and professional development. Use of e-mail for personal interest is not permitted on library time.
5. The use of computer games for personal interest is also not permitted on library time.

This policy was originally adopted by the St. Joseph County Public Library Board on February 27, 1995 and revised by the Library Board on September 23, 1996. Send all comments and questions to: donald.napoli@gomail.sjcpl.lib.in.us

[illegible] SJCPL Home Page

This html form was created: 2/27/95; last modified: 9/23/96

Access to Electronic Information, Services, and Networks: an Interpretation of the LIBRARY BILL OF RIGHTS

INTRODUCTION

The world is in the midst of an electronic communications revolution. Based on its constitutional, ethical, and historical heritage, American librarianship is uniquely positioned to address the broad range of information issues being raised in this revolution. In particular, librarians address intellectual freedom from a strong ethical base and an abiding commitment to the preservation of the individual's rights.

Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the freedom of speech and the corollary right to receive information. These rights extend to minors as well as adults. Libraries and librarians exist to facilitate the exercise of these rights by selecting, producing, providing access to, identifying, retrieving, organizing, providing instruction in the use of, and preserving recorded expression regardless of the format or technology.

The American Library Association expresses these basic principles of librarianship in its *Code of Ethics* and in the *Library Bill of Rights* and its Interpretations. These serve to guide librarians and library governing bodies in addressing issues of intellectual freedom that arise when the library provides access to electronic information, services, and networks.

Issues arising from the still-developing technology of computer-mediated information generation, distribution, and retrieval need to be approached and regularly reviewed from a context of constitutional principles and ALA policies so that fundamental and traditional tenets of librarianship are not swept away.

Electronic information flows across boundaries and barriers despite attempts by individuals, governments, and private entities to channel or control it. Even so, many people, for reasons of technology, infrastructure, or socio-economic status do not have access to electronic information.

In making decisions about how to offer access to electronic information, each library should consider its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

The Rights of Users

All library system and network policies, procedures or regulations relating to electronic resources and services should be scrutinized for potential violation of user rights.

User policies should be developed according to the policies and guidelines established by the American Library Association, including *Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities.*

Users should not be restricted or denied access for expressing or receiving constitutionally protected speech. Users' access should not be changed without due process, including, but not limited to, formal notice and a means of appeal.

Although electronic systems may include distinct property rights and security concerns, such elements may not be employed as a subterfuge to deny users' access to information. Users have the right to be free of unreasonable limitations or conditions set by libraries, librarians, system administrators, vendors, network service providers, or others. Contracts, agreements, and licenses entered into by libraries on behalf of their users should not violate this right. Users also have a right to information, training and assistance necessary to operate the hardware and software provided by the library.

Users have both the right of confidentiality and the right of privacy. The library should uphold these rights by policy, procedure, and practice. Users should be advised, however, that because security is technically difficult to achieve, electronic transactions and files could become public.

The rights of users who are minors shall in no way be abridged.[1]

Equity of Access

Electronic information, services, and networks provided directly or indirectly by the library should be equally, readily and equitably accessible to all library users. American Library Association policies oppose the charging of user fees for the provision of information services by all libraries and information services that receive their major support from public funds (50.3; 53.1.14; 60.1; 61.1). It should be the goal of all libraries to develop policies concerning access to electronic resources in light of *Economic Barriers to Information Access: an Interpretation of the Library Bill of Rights* and *Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities.*

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[1] See: *Free Access to Libraries for Minors: an Interpretation of the Library Bill of Rights; Access to Resources and Services in the School Library Media Program; and Access for Children and Young People to Videotapes and Other Nonprint Formats.*

Information Resources and Access

Providing connections to global information, services, and networks is not the same as selecting and purchasing material for a library collection. Determining the accuracy or authenticity of electronic information may present special problems. Some information accessed electronically may not meet a library's selection or collection development policy. It is, therefore, left to each user to determine what is appropriate. Parents and legal guardians who are concerned about their children's use of electronic resources should provide guidance to their own children.

Libraries and librarians should not deny or limit access to information available via electronic resources because of its allegedly controversial content or because of the librarian's personal beliefs or fear of confrontation. Information retrieved or utilized electronically should be considered constitutionally protected unless determined otherwise by a court with appropriate jurisdiction.

Libraries, acting within their mission and objectives, must support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material. Libraries have an obligation to provide access to government information available in electronic format. Libraries and librarians should not deny access to information solely on the grounds that it is perceived to lack value.

In order to prevent the loss of information, and to preserve the cultural record, libraries may need to expand their selection or collection development policies to ensure preservation, in appropriate formats, of information obtained electronically.

Electronic resources provide unprecedented opportunities to expand the scope of information available to users. Libraries and librarians should provide access to information presenting all points of view. The provision of access does not imply sponsorship or endorsement. These principles pertain to electronic resources no less than they do to the more traditional sources of information in libraries.[2]

Adopted by the ALA Council, January 24, 1996

[ISBN: 8389-7830-4]

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[2] See: *Diversity in Collection Development: an Interpretation of the Library Bill of Rights*

FLORINET HANDBOOK
FOR PARTICIPATING LIBRARIES

BASIC CONNECTIVITY: DIAL-UP SERVICES

FLORINET
Libraries for Florida's Future

Florida Department of State
Sandra B. Mortham, Secretary of State
Division of Library and Information Services904-487-2651 fax 904-488-2746
email: bld@mail.dos.state.fl.us http://dos.state.fl.us

How To Get Dial-Up Internet Service

For Basic Connectivity (Level I) FLORINET

As a participant in the FLORINET project, your library will need to secure at least one or more Internet accounts to provide public Internet access. The library would subscribe to this on a monthly basis and should plan to keep the account through September 30, 1997, the ending date of this project.

1. Get A Dedicated Telephone Line.

You will need to have at least one dedicated phone line installed which will be used to access the Internet. It should be a direct line. This line will be provided through your local phone company.

2. Choose your Modem!

Users want to move data quickly and reliably over telephone lines. Telephone lines do not always cooperate however. A Modem is used to convert the electrical signal from a computer into audio tones that can then travel across the telephone wire. However, there is a limit to the capacity of the telephone line which affects how quickly the audio tones can change frequency to represent the 0's and 1's that represent computer data. Much research has gone into making modems faster. The way that this has been achieved is through improvements in the way modems signal and changing what they say when they signal.

Generally, the faster a modem will go, the more it will cost to purchase. However, there are programmatic cost savings that come from having the fastest modem connection you can afford. For example, if you are planning on using your dial-up connection to support searching and downloading of information from sources that charge for access, you will get more data for the dime with a faster modem. As well, the faster a user is served the more users you can accommodate from a single workstation.

Currently the fastest modem connection that is supported by most Internet Service Providers is 33.6 kbps. Many modem manufacturers are planning to release by January 1997 desktop modems that can support 56kbps. These modems however do not adhere to any industry standard and may present compatibility problems i.e. there is no guarantee that one manufacturer's 56kbps will work with one from a different manufacturer. At minimum you need to make sure that what you are purchasing can be supported by your Internet Service Provider (ISP).

3. Choose an Internet Service Provider (ISP):

A. Options

There are several options for getting an Internet service provider. These will vary by community. Some examples of providers operating locally or statewide in Florida are:

☐ ***Local Provider*:** Two years ago there were no more than two Internet Access Providers operating in Florida. Today at least 96 companies provide services. They are identified on a WEB page maintained by the Florida Department of Management Services, Florida Communities Network (FCN). (See fcn.state.fl.us for information.) This list does not include the growing number of telephone companies operating in Florida that also offer Internet access as a service option. Check your telephone book for information or, if you have no way of accessing FCN via the WEB, call your liaison contact at the State Library for assistance.

☐ ***FreeNets*:** A FreeNet network in your area may also provide access to the Internet. FreeNets have different requirements for membership. Check to see whether the requirements mesh with FLORINET requirements of providing barrier-free Internet access.

A FreeNet is a community-based information network. hinged on the idea of free, open access to information. The key to the economics of operating a community computer network is the fact that the network is supported and operated by the community. Almost everything that appears on the network is there because of an individual or organization that is willing to contribute time, effort, expertise and even some expense, to share information with the community. Generally, FreeNets work in the following manner. A multi-user computer is established at a central location in a given area. The computer is connected to the telephone system through a rack of modems. By dialing into the system, individual users can have access to e-mail, the ability to "telnet" to sites, World Wide Web browsing capability, etc.

There are FreeNets throughout Florida. Most are being sponsored by local public libraries or one of the Florida Multi-type Library Consortia that operate in Florida.

☐ ***Florida Communities Network***: The Florida Communities Network is a statewide telecommunications network that is operated by the State of Florida's Division of Management Services (DMS). DMS, through its partnering with the Supercomputer Computations Research Institute (SCRI) at Florida State University offers a "turnkey" approach to providing access to the Internet for certain not-for-profit organizations and government in Florida. DMS also supports point-to-point dial-up access to the Internet suitable for access to the World Wide Web.

For more information write to DMS for their information packet at: SUNCOM Network Services, Dept. of Management Services, Division of Communications, 4050 Esplanade Way, Tallahassee, FL 32399-0950. Contact: Zack Kinsaul. Phone: (904) 922-7464.

B. Cost

When you first contact a local provider, ask for the account to be donated to the library. Some providers have done this because you play an educational role and because you will be training the public in the Internet. This will bring a local Internet provider business. On average, dial-up Internet access should cost no more than $25.00 per month. Listed below are items that can contribute overall to the programmatic costs of your project:

☐ *Is it a local access, toll free or long distance call?* Obviously local access is preferred, toll free services tend to cost more, and with a long distance number you get another bill. Because long distance costs are prohibitive, you will need toll free or local numbers.

☐ *What time of the day will you be using it?* In the past, some ISP's would give breaks to users who were logging in at non-peak times. This is generally no longer the case since price competition has brought down the average price of connectivity for everyone. Still, in choosing an ISP you should consider what time during the day the service will likely get the most demand. You want to make sure that your ISP has sufficient resources to support demand at peak hours.

☐ *What modem speed will you use?* Generally, the faster a modem will go, the more it will cost to purchase. However, there are programmatic cost savings that come from having the fastest modem connection you can afford. For example, if you are planning on using your dial-up connection to support searching and downloading of information from sources that charge for access, you will get more data for the dime with a faster modem. As well, the faster a user is served the more users you can accommodate from a single workstation.

☐ Will you be offering access to pay-for-view areas? Some ISP's offer access to their own proprietary networked information – for a fee. These are generally called "value added" networks. American Online is the most famous. MCInet and Microsoft Network are two other players in this market. As well, most of the databases that libraries subscribe to in CD-ROM format can now be accessed via the WEB on a subscription basis. You should consider whether you wish to offer these sources of content to your patrons.

C. ISP Qualifications - - Technical Requirements

The ISP must be an Internet provider and should have at least one year experience in installing and supporting Internet connections. The ISP should have current satisfied customers that you can talk with about their service track record You may find that the only ISP with a local phone number in your area does not meet this criteria. If that is the case, you may still want to work with them. Just be aware that new telecom businesses are subject to the risks associated with all new business ventures and be prepared to work and learn with the company as they develop their network and service capacity.

☐ Provide the ISP with a written summary of your network service needs and indicate the number of workstations you intend to connect. This project funds at least one station.

☐ Make sure the Internet provider understands that the account will be used by the general public. It's IMPORTANT to make it very clear if you have any potential plans of allowing other organizations to use your connection. Your ability to serve other patrons via your connection i.e. citizens, schools and local governments can be a violation of their contract! Many providers restrict the connection to a single enterprise, while others encourage redistribution. Be sure to have vendors respond to each potential organization that may share your connection (i.e. can schools, local government, or the public use this connection?).

☐ The provider should provide an E-mail POP account and USENET services in addition to supporting high speed dial-up access to the World Wide Web. If you already made arrangements to access these services from another group, you might not include them as a mandatory requirement. However many providers automatically include these services at no extra cost.

☐ Training and other "pay-for-view" services are better acquired a la carte.

☐ The proposed dial-up connection must have acceptable performance and backbone speed. Not all ISP's that claim support for 28.8 kbps dial-up access can really give you 28.8 kbps all of the time. Require that the vendor describe each step of the connection, how it will assure network performance, the advantages of this type of service and schedule for implementation. You will want to compare each offering from each ISP you consider for technical merits of the connection.

☐ The Internet terms and conditions of access must be acceptable to your organization. The connection must provide unmetered usage. Have the vendor describe any restrictions or Acceptable Use Policies (AUP) that might restrict content. Not for profit organizations may restrict you from using the Internet for commercial purposes.

Some Internet Access Providers are inserting language in their contracts to protect them from liability regarding "First Amendment" issues. If this is a concern you should note this.

☐ Ask the vendor to include a copy of the standard contract with the proposal.

☐ The connection must be reliable. Have the ISP include performance history, staffing, hours of availability and assistance in trouble shooting. How many dial-up access lines can they support concurrently? Have them describe steps they would take in case of a connection failure. Ask if they keep spare equipment. How often do they have scheduled maintenance outages? What type of network monitoring tools do they use and why.

The provider must have IP address space and primary Domain Name Service (DNS). Each computer on the Internet is assigned an IP address. An IP address is a unique identifier composed of four sets of numbers separated by periods that indicate how to reach an Internet computer. IP addresses are used to determine the path to the computer's physical location via interconnected wide area networks and local area networks. For host computers on the Internet, a domain name is also assigned. The domain name is an alphabetic representation of the same information in the IP address. For example, the State Library's host computer IP address is 207.156.10.66. The fully qualified domain name for the State Library's host computer is "stafla.dlis.state.fl.us." Using either will get you to the State Library's OPAC.

When a user logs on to an ISP's Internet host the ISP will assign an IP address to the user's machine. This is done automatically, the user may not even be aware that an IP address has been assigned to his machine. An ISP will often pool IP addresses and assign them dynamically as a user logs on. There is a significant cost saving incentive to the ISP for doing this. This generally does not affect service to the end user for most Internet based applications – as long as the ISP has an adequate pool of IP addresses in relation to their subscriber base.

Find out if the ISP assigns IP addresses "dynamically." Ask if it is possible to have a static IP address and under what conditions would they agree to assign a static IP address.

☐ The provider must describe its capacity to add additional bandwidth or other resources critical to assuring ongoing quality service. This may be especially important if you plan to grow soon. The ISP should be able to offer incentives that will allow you to "grow" your service without having to seek out another provider.

fcn FLORIDA COMMUNITIES NETWORK

Business & Economic Development:Internet Services: Internet Service Providers

- Data Notions, Inc. - Computer, software and Internet training and setup. Web Page creation. Personal training available in Sarasota, Bradenton, and Venice Florida.
- Dave Frey & Associates - Offer basic or custom design packages to fit any price range. Full satifisation guarantee.
- ACCNet - Florida's Real Internet Provider. Get in and get on!
- Acquired Knowledge Systems, Inc.
- Advanced Information Systems Group, Inc. - Training in systems administration, and application development.
- Advertising with Cybersolutions - Get your business on the internet. We provide a full service that will help you reach out to a market that is expanding exponentialy with each passing day!
- Alachua Free-Net - Not-for-profit organization providing selected electronic messaging and information services to the people of Alachua County.
- All World Network
- Amaranth Communications
- Berry INFOCom
- Boundless America - Tallahassee, Florida
- CTI Internet Services - Orlando Area 28.8 modem and ISDN provider.
- Centurion Technology, Inc.
- CocoNet Corporation
- Coleman Technologies Inc. - Orlando Area Internet ISDN, 28.8 modem provider. Expert network solutions provider for small or large companies. Web hosting services for community and business including custom development.
- ComBase Communications - From here, you can get information in Internet Access, Search to World Wide Web, and get information on Upgrade Computers, and their products pricing.
- Command Interpreter Information System - Interpreter (hostname) is a non-profit server dedicated to helping disseminate information and help to individuals wanting to use computers and/or Internet to "communicate", and enhance their lives.
- Compass.Net - Fort Lauderdale
- ConfiData, Incorporated - Specialize in the needs of small businesses to get their products and services onto the Internet quickly, effectively, and cost-effectively.
- Creative Friendly Technologies (CFT)
- CyberDome - Our professional web development team can put you and your business on the web at an affordable price.
- CyberGate Internet Connections - Florida"s premier and oldest full service Internet provider, maintains local dial up access for thousands of users statewide.
- Digi-Net Technologies - Leading provider of Internet Services for today's businesses.
- First Coast Internet Services - Complete Access Provider - everything you need from Dial-up Accounts to Full T1 Access, Virtual Domain Hosting, complete Web Services.
- Florida Digital Turnpike - Your Full-Service Internet Access Provider
- Florida Media Link - Links to Florida television, radio and newspapers who currently sponsor Internet homepages.
- Florida Online - Wissenswertes ueber Florida. Der etwas andere Reisefuehrer. In German.
- Get Connected to FCN! - Learn about our web hosting and access services provided to state agencies, local governments and qualifying non-profit organizations.
- GlobalNet
- Gulf Coast Internet
- GulfNet Technologies, Inc.
- IDT Internet Services
- INFO*Net Information Services, Inc. - Local content, dial-up internet access, web and other

business services including our exclusive mail*drop service.
- Integrity Data, Inc. - A fast growing computer company based in North Florida. Offering sales, service, training, networking and internet services.
- IntelliSTAR - We are a provider of business Internet/WWW education, products and services to commercial, professional, and education organizations. We provide people the ability to apply modern/evolving technology to their business/personal fulfillment.
- InterNetworks International, Inc. - Florida"s #1 Ranked Florida ISP by c|Net and national Magazine "ISP" With access in Orlando, Gainesville, Tampa and the Treasure Coast, InterNetworks is one of the fastest growing Internet providers in the state.
- InternetU - Internet access, training, consulting, and Web publishing.
- KCI Internet Inc. - Premier Internet Service Provider in the Tampa Area.
- Laser Consultants, Inc. - Internet Service Providers - Laser Consultants, Inc. provides elegant home page design with an emphasis upon functionality and visibility. Internet sites created by LCI are easy to find and access. Their style reflects a true synergy with the clients of other marketing materials.
- Loiodice Dot Com - Real System Server Configuration.
- MCNet -- The Martin County Freenet - Martin County's new public access system is online! Featuring local information and resources.
- MagicNet, Inc. - MagicNet is a full access internet provider available to meet your needs in the Central Florida area.
- Naples Internet Marketing
- Net Sarasota - Providing full service to the Sarasota, Bradenton, and Venice portion of the 813 area code
- NetConnect
- NetPoint Communications, Inc.
- Netcom -
- Netdor Corporation - Local access, (Broward County / Ft. Lauderdale), ISDN, Web site construction and hosting.
- Net~Waves L.C. - Secure WEB Site Development and Secure Electronic Ordering Systems. WEB sites are available in a variety of packages from personal Homepage to large corporate sites.
- New South Network Services
- ONet - Orlando
- Online Development - Web development for businesses, professional services, planning, implementation, internet strategies & training. A Netscape Development Partner in Tampa.
- Online Orlando - Winter Park
- OpenNet Technologies, Inc.
- Owl Network Systems - Miami netscape provider.
- PacketWorks, Inc.
- Paradise Communications
- Peganet - Ft. Myers
- Phoenix Applied Technology
- Planettell Web Site Authoring / Consulation - Planettell provides Web Page/Site Authoring and Consulting Services to Business, Charities, Organizations. This includes Marketing your Web site and Web page hosting.
- Polaris Network, Inc.
- RENEGADE!
- Sarasota Online
- Shadow Information Services, Inc - Miami.
- Sky Web Inc. - Full internet access, web hosting, and consulting.
- Sobe.com - a community guide and resource for South Miami Beach
- Southeast Network Services
- Southwest Florida Internet Yellow Pages - Not only will we plan Internet Web Presence. We assist with training and other exposure to get you up and running quickly. Bradenton, Englewood, Riverview, Tampa, Sarasota, St. Petersburg, Venice., Florida USA
- SpaceNet - Providing Internet Service for the Space Coast...and Beyond.
- Sundial Internet Services
- Supernet.Net - Leon, Lee, Collier and Charlotte County, Florida.

- SymNet
- Systems Design & Programming Corp - A consulting firm located in Royal Palm Beach, Florida serving clients throughout Palm Beach County.
- TALNET - Internet Access Provider for local dialing area of Tallahassee to include most of Jefferson, Gadsden , Leon, Wakulla and Franklin counties
- Tachyon Communications Corp. - An award winning website design firm and full-service Internet Service Provider (ISP) employing leading edge, innovative technologies. Our operations and reputation have rapidly grown throughout the international arena, as the leader in our field.
- Tallahassee Free-net
- Target Net
- Taz Design
- Technet Enterprises of Florida - Titusville
- The CyberStore on the Shore
- The Iway Company
- The List - 2,174 Internet Service Providers and Growing!
- VectorNet - Gainesville, Florida
- Video Online - An Internet-based Italian on-line service, offering the best connectivity between Europe and USA. Services available in most languages, including European languages, Chinese, Arabic,...
- VisioNet - is an information source combining print, TV and Internet media in Ft, Lauderdale.
- Vistech Communications - is a North Florida based Internet access provider.
- WWIA of Crestivew - Welcome to WWIA of Crestview. WWIA of Crestview is an Internet Service Provider located in Crestview, Florida. We are committed to providing excellent service to our customers.
- Wallace Technology Group - Web presence provider and access provider.
- WebCoast - Tampa"s Official Online Information Magazine.
- WebVista - Professional services and reasonable rates.
- Webimage Inc - A full service IPP in Melbourne, Fl. for WWW page hosting. We offer full and self-service accounts for business and personal pages. Re-marketting of our services to other businesses and consulting firms is offered. .
- Webster Network Strategies
- Well Connected, Inc. - Your Internet Support Company.
- World Information Network - Miami
- WorldRamp
- cyber.lab g.f.x. - A full service computer animation and digital special effects house located in the heart of Central Florida, 10 minutes from the Mouse or Universal.

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DIRECTORY OF FLORINET LIBRARIES

FLORINET PUBLIC LIBRARIES

This directory of FloriNet libraries is in four parts:

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Rural Electronic Assistance Project (REAP) Libraries, page 9
Internet Access Demonstration Project Libraries, page 11

FloriNet Public Library Grants
Enhanced Connectivity (Level II) Grants

CENTRAL FLORIDA REGIONAL LIBRARY SYSTEM
15 SE Osceola Ave., Ocala, FL 34471
Julie Sieg, Director
Contact: Patsy Marsee
352-629-8551; fax: 352-629-1649; email:

CITRUS COUNTY LIBRARY SYSTEM
425 W. Roosevelt Blvd., Beverly Hills, FL 34465
Heidi Denis, Director
Contact: Vanda Carnes
352-746-9077; fax: 352-746-9493; email: vandac@citrus.lib.fl.us

COLLIER COUNTY PUBLIC LIBRARY
650 Central Ave., Naples, FL 33940
John Jones, Director
Contact: Marilyn Matthes
941-262-4130; fax: 941-649-1293; email: matthema@mail.firn.edu

INDIAN RIVER COUNTY LIBRARY
1600 21st St., Vero Beach, FL 32960
Mary Powell, Director
Contact: Mary Powell
407-770-5060; fax: 407-770-5066; email: info@mainlib.Indian-River.fl.us

MARTIN COUNTY LIBRARY SYSTEM
701 E Ocean Blvd., Stuart, FL 34994
Gretchen Hammerstein, Director
Contact: Doris Gallahue
561-288-5702; fax: 561-221-1358; email: dgallahu@admin.co.martin.fl.us

LIBRARY COOPERATIVE OF THE PALM BEACHES
Palm Beach County Library System
3650 Summit Blvd., West Palm Beach, FL 33406
Jerry Brownlee, Director
Contact: Catherine Benson
407-233-2600; fax: 407-233-2622; email: bensonca@pb.freenet.seflin.lib.fl.us

Enhanced Connectivity Grantees, continued

PASCO COUNTY LIBRARY SYSTEM
8012 Library Rd., Hudson, FL 34667
Barbe Bonjour, Director
Contact: Barbe Bonjour
813-861-3020; fax: 813-861-3025; email: barbe@pasco.lib.fl.us

SEMINOLE COUNTY PUBLIC LIBRARY SYSTEM
1101 E First St., Sanford, FL 32771
Jean Rhein, Director
Contact: Jean Rhein
407-330-3737; fax: 407-330-3120; email: jrhein@merlin.cflc.lib.fl.us

SAINT JOHNS COUNTY PUBLIC LIBRARY
1960 N Ponce DeLeon Blvd., Saint Augustine, FL 32084
Mary Jane Little, Director
Contact: Sol M. Hirsch
904-823-2650; fax: 904-823-2656; email:

WINTER PARK PUBLIC LIBRARY
460 E New England Ave., Winter Park, FL 32789
Robert Melanson, Director
Contact: Robert Melanson
407-623-3300; fax: 407-623-3489; email: rmelanso@merlin.cflc.lib.fl.us

FloriNet Public Library Grants
Basic Connectivity (Level I) Grants

Facilities that are receiving equipment and software are listed in **boldface type.**

BARTOW PUBLIC LIBRARY
315 E Parker St., Bartow, FL 33830
Linda Chancey, Director
Contact: Linda Chancy
941-534-0131; fax: 941-534-0913; email: chane1@snoopy.tblc.lib.fl.us

COLUMBIA COUNTY PUBLIC LIBRARY
490 N Columbia St., Lake City, FL 32055
Faye Roberts, Director
Contact: Audrey Frank
904-758-2101; fax: 904-758-2135; email: afrank@merlin.cflc.lib.fl.us

Fort White Branch Library
P.O. Box 550, Fort White, FL 32038
Contact: Patti Street, Branch Manager
904-497-1108; fax: 904-497-2066; email:

FLAGLER COUNTY PUBLIC LIBRARY
264 Palm Coast Pkwy., Palm Coast, FL 32137
Douglas Cisney, Director
Contact: Doug Cisney
904-446-6763; fax: 904-446-6773; email:

FORT MYERS BEACH PUBLIC LIBRARY
2755 Estero Blvd., Fort Myers Beach, FL 33931
Jayne Coles, Director
Contact: John Lukow
941-463-9691; fax: 941-463-8776; email: blibrary@peganet.com

HAINES CITY PUBLIC LIBRARY
303 Ledwith Ave., Haines City, FL 33844
Margaret Barthe, Director
Contact: Margaret Barthe
941-421-3633; fax: 941-422-7214; email:

HERNANDO COUNTY PUBLIC LIBRARY SYSTEM,
Main Library
238 Howell Ave., Brooksville, FL 34601
Laurel Solomon, Director
Contact: Laurel Solomon/Tim Cipullo
352-754-4043; fax: 352-754-4044; email: solomon@hcpl.lib.fl.us; cipullo@hcpl.lib.fl.us

East Hernando Branch Library
Sunrise Plaza Shopping Center, 31170 Cortez Blvd., Brooksville, FL 34602
Contact: Amanda Rochefort, Supervisor
352-754-4443; fax: 352-754-4445; email:

Basic Connectivity Grantees, continued

Little Red Schoolhouse Branch
1208 Kenlake Ave., Spring Hill, FL 34606
Contact: Linda Wright, Supervisor
352-688-5037; fax: 352-688-5038; email:

West Hernando Branch Library
6335 Blackbird Avenue, Brooksville, FL 34613
Contact: Ari Sigal, Librarian
352-596-1077; fax: 352-596-6100; email:

HIALEAH PUBLIC LIBRARIES
John F. Kennedy Library
190 W 49th St., Hialeah, FL 33012
J. Mark Taxis, Director
Contact: Mark Taxis
305-821-2700; fax: 305-824-5744; email: markt@iconect.net

LAKE ALFRED PUBLIC LIBRARY
195 E Pomelo St., Lake Alfred, FL 33850
Sally Mueller, Director
Contact: Nancy Timmer
941-291-5378; fax: ; email:

LAKE COUNTY LIBRARY SYSTEM
Headquarters
P.O. Box 7800, Tavares, FL 32778-7800
Wendy Breeden, Director
352-343-9420; fax: 352-343-9896; email:

Cooper Memorial Library
620 Montrose St., Clermont, FL 32711
Bonnie Ray, Director
Contact: Bonnie Ray
352-394-4265; fax: 352-669-2927; email: bray60@aol.com

Lady Lake Public Library
107 S Old Dixie Hwy., Lady Lake, FL 32159
Marilyn Nesbitt, Director
Contact: Marilyn Nesbitt
352-753-2957; fax: 352-753-3361; email: marilynn77@aol.com

W. T. Bland Public Library
1995 N Donnelly St., Mount Dora, FL 32757
Stephanie Haimes, Director
Contact: Stephanie Haimes
352-735-7180; fax: 352-735-0074; email: shaimes@merlin.cflc.lib.fl.us

Basic Connectivity Grantees, continued

LAKE WALES PUBLIC LIBRARY
290 Cypress Gardens Ln., Lake Wales, FL 33853
Tina Peak, Director
Contact: Tina Peak
941-678-4004; fax: 941-678-4051; email: peakt@snoopy.tblc.lib.fl.us

LAKE WORTH PUBLIC LIBRARY
15 N M St., Lake Worth, FL 33460
Judy Reed, Director
Contact: Judy Reed
407-533-7354; fax: 407-586-1651; email:

LATT MAXCY MEMORIAL LIBRARY
15 N. Magnolia Ave., Frostproof, FL 33843
Gladys Roberts, Director
Contact: Gladys Roberts
941-635-7857; fax: 941-635-7858; email: robertg@merlin.cflc.lib.fl.us

LEESBURG PUBLIC LIBRARY
204 N Fifth St., Leesburg, FL 34748
Nancy Ellen Flint, Director
Contact: Carolyn T. Fuller
352-728-9790; fax: 352-728-9794; email: cfuller@merlin.cflc.lib.fl.us

MARY ESTHER PUBLIC LIBRARY
100 Hollywood West, Mary Esther, FL 32569
Betty Robertson, Director
Contact: Betty Robertson
904-243-5731; fax: 904-243-4931; email: mesther@nuc.net

NEW RIVER PUBLIC LIBRARY COOPERATIVE
Union County Public Library
175 W Main St., Lake Butler, FL 32054
Virginia Bird, Director
Contact: Virginia Bird
904-496-3432; fax: 904-496-1285; email: birdy@mail.firn.edu

Bradford County Public Library
105 E Jackson St., Starke, FL 32091-3321
Phalbe Henriksen, Director
Contact: Phalbe Henriksen
904-964-6400; fax: 904-964-9463; email:

OAKLAND PARK LIBRARY
1298 NE 37th St., Oakland Park, FL 33334
Alicia McHugh, Director
Contact: Alicia McHugh
954-561-6287; fax: 954-561-6146; email: a010225t@bcfreenet.seflin.lib.fl.us

Basic Connectivity Grantees, continued

PANHANDLE PUBLIC LIBRARY COOPERATIVE SYSTEM,
4487 Lafayette St., Suite 4, Marianna, FL 32446
Laura Mssie, Administraor
Contact: Laura Massie
904-482-9296; fax: 904-482-9297; email:

Jackson County Public Library
2929 Green St., Marianna, FL 32446
JoAnn Rountree, Director
Contact: JoAnn Rountree
904-482-9631; fax: 904-482-9632; email:

Graceville Branch
P.O. Box 186, Graceville, FL 32440
Contact: Lucy Fowler, Manager
904-263-3659; fax: ; email:

SEMINOLE TRIBE OF FLORIDA LIBRARY SYSTEM
Billy Osceola Memorial Library
Brighton Reservation, Route 6, Box 668, Okeechobee, FL 34974
Norman Tribbett, Director
Contact: Norman H. Tribbett
941-763-4236; fax: 941-763-0679; email:

SUMTER COUNTY PUBLIC LIBRARY SYSTEM
Headquarters
PO Box 669, Wildwood, FL 34785
Debra Rhodes, Director
Contact: Debra Rhodes
352-748-6225; fax: 352-748-5342; email:

Bushnell Public Library
P.O. Box 878, Bushnell, FL 33513
Contact: Harriet Kautz, Librarian
352-793-8274; fax: 352-793-1608; email:

Coleman Public Library
P.O. Box 456, Coleman, FL 33521-0456
Contact: Tena Crenshaw, Librarian
352-748-4598; fax: 352-748-5384; email:

E.C. Rowell Public Library
P.O. Box 1044, Webster, FL 33597
Contact: Debra S. Rhodes
352-568-1600; fax: 352-568-1399; email:

George Nichols Public Library
702 Webster St., Wildwood, FL 34785
Contact: Betty McKinney, Librarian
352-748-1158; fax: 352-748-5342; email:

Basic Connectivity Grantees, continued

Panasoffkee Community Library, Inc.
1500 CR 459, Lake Panasoffkee, FL 33538
Contact: Sally Howden, Librarian
352-793-8608; fax: 352-793-4665; email:

SUWANNEE RIVER REGIONAL LIBRARY SYSTEM
Headquarters
207 Pine Ave., Live Oak, FL 32060
John D. Hales, Jr., Director
Contact: Sherry Millington
904-362-5779; fax: 904-364-6071; email: smilling@merlin.cflc.lib.fl.us

THREE RIVERS REGIONAL LIBRARY SYSTEM
Headquarters
P.O. Box 1340, Mayo, FL 32066
John Hadden, Director
Contact: John K. Hadden
904-294-3858; fax: 904-294-3861; email: Dixie3@mail.state.fl.us

Gilchrist County Library
P.O. Box 128, Trenton, FL 32693
Contact: Wilma Matucci, Library Manager
904-463-3176; fax: 352-463-3164; email: gilch1@mail.state.fl.us

WEST FLORIDA REGIONAL LIBRARY
Pensacola Public Library, Headquarters
200 W Gregory St., Pensacola, FL 32501-4878
Eugene Fischer, Director
Contact: Eugene Fischer
904-435-1760; fax: 904-435-1739; email:

Gulf Breeze Library
1060 Shoreline Dr., Gulf Breeze, FL 32561
Contact: Patricia Ross, Librarian
904-932-5166; fax: ; email:

Jay Library
215-B Alabama St., Jay, FL 32565
Contact: Louise Buffington, Libraian
904-675-6293; fax: ; email:

Lucia M. Tryon Branch
5740 N Ninth Ave., Pensacola, FL 32504
Contact: Carol McCreary, Librarian
904-494-7373; fax: ; email:

Basic Connectivity Grantees, continued

Milton Library
805 Alabama St., Milton, FL 32571
Contact: Betty Christie, Librarian
904-623-5565; fax: ; email:

Navarre Branch Library
1917 Navarre School Rd., Navarre, FL 32566
Contact: Sandra Devitt, Librarian
904-939-0679; fax: ; email:

WILDERNESS COAST PUBLIC LIBRARIES
P.O. Box 158, Crawfordville, FL 32326
Cheryl Turner, Central Administrator
Contact: Doug Jones
904-926-4571; fax: 904-926-5157; email: jonesdm@freenet.tlh.fl.us

Wakulla County Public Library
P.O. Box 1300, Crawfordville, FL 32326-1300
Doug Jones, Director
Contact: Doug Jones
904-926-7415; fax: 904-926-4513; email: jonesdm@freenet.tlh.fl.us

FloriNet Public Library Grants
REAP Libraries

The Rural Electronic Access Project (REAP) is a FloriNet component that focuses on enhancing the ability of libraries in rural areas to serve business and government.

FORT WALTON BEACH LIBRARY
105 Miracle Strip Pkwy. SW, Fort Walton Beach, FL 32548
Carol Hill, Director
Contact: Carol Hill
904-244-5361; fax: 904-664-2816; email:

HEARTLAND LIBRARY COOPERATIVE
Highlands County Library System
Sebring Public Library
319 W Center Ave., Sebring, FL 33870
Mary Myers, Director
Contact: Mary Myers
941-386-6716; fax: 941-386-6719; email:

NEW RIVER PUBLIC LIBRARY COOPERATIVE
175 W Main St., Lake Butler, FL 32054
Virginia Bird, Director
Contact: Virginia Bird
904-496-3432; fax: 904-496-1285; email: birdy@mail.firn.edu

Emily Taber Library
14 McIver Ave. W, Macclenny, FL 32063
Contact: Peggy McCollum, Director
904-259-6464; fax: 904-259-7610; email:

NICEVILLE PUBLIC LIBRARY
100 Armstrong Ave., Niceville, FL 32578
Sheila Bishop, Director
Contact: Sheila Bishop
904-729-4070; fax: 904-729-4053; email:

NORTHWEST REGIONAL LIBRARY SYSTEM
Headquarters
25 W Government Street, Panama City, FL 32402-2625
George Vickery, Director
904-872-7500; fax: 904-872-7507; email:

Liberty County Library
P.O. Box 697, Bristol, FL 32321
Contact: Darlene Severance, Librarian
904-643-2247; fax: 904-643-2208; email: severadl@freenet.tlh.fl.us

Port Saint Joe Library
Hwy. 71 N, Port Saint Joe, FL 32456
Contact: Jean Faliski, Librarian
904-229-8879; fax: 904-229-8313; email:

REAP Libraries, Continued

PANHANDLE PUBLIC LIBRARY COOPERATIVE SYSTEM
4487 Lafayette St., Suite 4, Marianna, FL 32446
Laura Msie, Administraor
Contact: Laura Massie
904-482-9296; fax: 904-482-9297; email:

Calhoun County Public Library
200 N Pear St., Blountstown, FL 32424
Contact: Rita Maupin
904-674-8773; fax: 904-674-2843; email

SUWANNEE RIVER REGIONAL LIBRARY SYSTEM
Headquarters
207 Pine Ave., Live Oak, FL 32060
John Hales, Jr., Director
Contact: Sherry Millington
904-362-5779; fax: 904-364-6071; email: smilling@merlin.cflc.lib.fl.us

Hamilton County Library
Rt. 4, Box 3, Jasper, FL 32052
Contact: Barbara Bandy, Library Manager
904-792-2285; fax: 904-792-1966; email:

Madison County Library
1000 College Drive, Madison, FL 32340
Contact: Charlotte Cason, Library Manager
904-973-6814; fax: 904-973-6814; email:

THREE RIVERS REGIONAL LIBRARY SYSTEM
Headquarters
P.O. Box 1340, Mayo, FL 32066
John Hadden, Director
Contact: John Hadden
904-294-3858; fax: 904-294-3861; email: Dixie3@mail.state.fl.us

Gilchrist County Library
P.O. Box 128, Trenton, FL 32693
Contact: Wilma Matucci, Library Manager
904-463-3176; fax: 352-463-3164; email: gilch1@mail.state.fl.us

Lafayette County Library,
P.O. Box 418, Mayo, FL 32066
Contact: Kay Green, Library Manager
904-294-1021; fax: 904-294-3394; email: Lafay2@mail.state.fl.us

Dixie County Library
P.O. Box 306, Cross City, FL 32628
Contact: Inez Swafford, Library Manager
904-498-1219; fax: 352-498-1408; email: Dixie1@mail.state.fl.us

Internet Access Demonstration Projects

In the 1993-94 fiscal year, the State Library and Tampa Bay Library Consortium (TBLC) conducted a pilot project to learn more about the benefits and costs of connecting public libraries to the Internet. Six libraries, representative of various demographic environments, participated along with the State Library and TBLC. The results and findings of this project are reported in *Internet Access for Florida's Public Libraries*, available from Tampa Bay Library Consortium or by interlibrary loan from the State Library.

HARDEE COUNTY LIBRARY
315 N Sixth Ave., Suite 114, Wauchula, FL 33873
Don Obrakta, Director
Contact: Don Obrakta
941-773-6438; fax: 941-767-1091; email:

PASCO COUNTY LIBRARY SYSTEM
8012 Library Rd., Hudson, FL 34667
Barbe Bonjour, Director
Contact: Barbe Bonjour
813-861-3020; fax: 813-861-3025; email: barbe@pasco.lib.fl.us

PINELLAS PARK PUBLIC LIBRARY
7770 52nd St. N, Pinellas Park, FL 34665
Barbara Ponce, Director
Contact: John Iliff
813-541-0718; fax: 813-541-0818; email: pp01654@interramp.com

TAMPA HILLSBOROUGH COUNTY PUBLIC LIBRARY SYSTEM
900N Ashley Dr., Tampa, FL 33602
Joe Stines, Director
Contact: Marilyn Mulla
813-273-3652; fax: 813-273-3707; email: mullam@scfn.thp.lib.fl.us

UNION COUNTY PUBLIC LIBRARY
175 W Main St., Lake Butler, FL 32054
Virginia Bird, Director
Contact: Virginia Bird
904-496-3432; fax: 904-496-1285; email: birdy@mail.firn.edu

WAKULLA COUNTY PUBLIC LIBRARY
P.O. Box 1300, Crawfordville, FL 32326-1300
Doug Jones, Director
Contact: Doug Jones
904-926-7415; fax: 904-926-4513; email: jonesdm@freenet.tlh.fl.us

TAMPA BAY LIBRARY CONSORTIUM
1002 Princess Palm Ave., Tampa, FL 33619
Diane Solomon, Executive Director
Contact: Greg Rivera
813-622-8252; fax: 813-628-4425; email: riverag@snoopy.tblc.lib.fl.us

p:\bld\florinet\directory.doc December 11, 1996

This news release was distributed statewide in September and picked up in various formats throughout the state. In some cases, the release prompted the local media to call local libraries.

Florida Department of State
Sandra B. Mortham
Secretary of State

NEWS RELEASE

For Immediate Release
September 25, 1996

Contact: Lawrence Webster
904-487-2651
lwebster@mail.dos.state.fl.us

Mortham Announces WWW Access Through Public Libraries

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FloriNet Library Grant Program Underway

Tallahassee, FL – "We look forward to the day when every citizen of Florida will have free access to the burgeoning information available on the Internet through the World Wide Web," said Secretary of State Sandra B. Mortham as she announced the inauguration of the FloriNet public library grant program at a press conference at the Leon County Public Library today. She demonstrated uses of the World Wide Web (WWW) to find information on government and communities in Florida as well as current news.

The FloriNet public library project unveiled today will bring computers, software, and training to 33 public libraries that have never before been connected to the Internet. Six additional libraries will receive grants enabling them to increase WWW terminals and to develop electronic services for youth. Grants are allocated from Florida's federal allotment under the Library Services and Construction Act Program, which is in its final year of authorization.

Libraries that receive FloriNet grants will provide workstations with World Wide Web access directly in public areas. They will also be expected to collaborate with other community agencies to increase public awareness of electronic information. "We expect that people will become as accustomed to using the World Wide Web computer in their library as they now are the unabridged dictionary," said Mortham. "Our Florida Government Information Locator Service is a fine example of the utility of the Web in getting important information to the public—and quickly."

(more—please turn)

State Library of Florida, R.A. Gray Building, Tallahassee, Florida 32399-0250
(904) 487-2651 • FAX (904) 489-2746
Internet address: http://www.dos.state.fl.us/

Florida's 110 public libraries serve the public through 430 outlets. Largely funded through local tax monies, they have been investing in computers and telecommunications to connect to the Internet over the past several years; approximately 40 percent of them have some kind of Internet access at present. The FloriNet Public Library project will increase the reach and quality of that access.

The development of access to electronic information in Florida's libraries of all types is a combined effort of state, regional, and local agencies, including public libraries, academic libraries, statewide networks, regional multitype cooperatives, and state agencies. Each is represented on the Florida Library Network Council, a 26-member group chaired by the State Librarian. Libraries of all types—academic, public, school, and special—have allocated resources toward development of electronic information access.

The State Library has led the way in developing Internet access for Florida's public libraries, beginning with an Internet demonstration project in 1993, through which six libraries representing a cross-section of rural and urban, large and small were connected and developed services. Since then, technology has developed rapidly, and graphical access through the World Wide Web has become standard. "We are proud to aid rapid progress toward total connectivity in such a large and complex state," said Secretary Mortham.

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FloriNet
Handbook
for Participating Libraries

FloriNet Scrapbook

This news release was distributed statewide in October, and used throughout the State. In some cases, the local libraries called media on their own, and the media used this release simply as background for the local story.

LEASE

Contact: Lawrence Webster
PHONE: 904-487-2651
E-MAIL: webster@mail.dos.state.fl.us

State Library Grants Bring Rural Libraries On-Line

--

Library Managers Staff Meet for Orientation to World Wide Web

Tallahassee, FL —More than 30 staff from libraries in 13 rural Florida counties met in Tallahassee recently for orientation and training on the World Wide Web and the Rural Electronic Access Project (REAP), a grant project of the Florida Department of State's Division of Library and Information Services. "The REAP project will enhance our public libraries' service to their communities, especially to business and government," said Secretary of State Sandra Mortham. "We know that libraries can be pivotal forces in their communities, and we are pleased to be able to support them in that role."

Libraries in 13 counties—Baker, Dixie, Calhoun, Gilchrist, Gulf, Hamilton, Highlands, Lafayette, Liberty, Madison, Okaloosa, Okeechobee, Suwannee, and Taylor—will receive computer hardware, telecommunications connections, software, and technical training and assistance. The project is funded through the federal Library Services and Construction Act program and will be administered by the State Library in cooperation with the Panhandle Library Access Network (PLAN). REAP is part of the Secretary's FloriNet initiative, a multifaceted program that is facilitating the connection of all Florida's public libraries to the Internet via the World Wide Web (WWW).

At the recent orientation session in Tallahassee, staff of REAP libraries heard from representatives of partner agencies: Karen Prentiss, Executive Director, Florida State Rural Economic Development Council; Michelle Miller, Vice President for Rural and Community Development of Enterprise Florida (successor agency to the Florida Department of Commerce); and Mary Helen Blakeslee, Coordinator of the Rural Economic Development Initiative. All stressed the usefulness of the Web in communications among rural communities as well as in accessing information on funding sources, demographics, job banks, and community development research.

For information on the REAP project, contact the Bureau of Library Development 904-487-2651; fax 904-488-2746; email bld@mail.dos.state.fl.us.

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AUG 23, 1996

Library Opens New Vistas With Internet Access

by Grace Hayes
— editor

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You don't have to leave Ponte Vedra Beach if you are searching for a more global perspective. Just beat feet to the library where, with just a few simple keystrokes, you can be virtually anywhere you want to be.

On Aug. 10 the Ponte Vedra Beach Branch Library went on line with the Internet, thanks to a grant from The Friends of the Library, Ponte Vedra Beach. Whether you need information from a university data bank for a research paper or just want to get the spin on current events by accessing a news service on the World Wide Web, Ponte Vedra Beach Library has the tools to "surf" the network. Seven computer terminals, four in the adult section and three in the children's section, have Internet access along with CD-Rom [illegible]ibility.

I[illegible] two short weeks the library has been on line response to the Internet has been tremendous and impressive.

"People are coming in, sitting down and going right to it," said Branch Librarian Cheryl Hirschi. "We've been showing a few folks how to use the Internet, but at this point most of the people coming in and using this know as much as we do. There will be training sessions but those dates haven't been set up yet."

The hardware for Internet access was purchased with a $31,000 grant from the Friends, said Assistant County Librarian Sol Hirsch. Another $25,000 was donated by The Friends to purchase software and on-line subscription services. All transmission for the Internet is routed through the county's Internet provider, using the county's connection. No additional monthly operating expenses will be incurred, said Hirsch.

"What's really exciting is [illegible] according to [illegible] Information Network, with the addition of the Ponte Vedra Beach Library's Internet and CD-Rom capabilities, we now have more public access Internet workstations that offer graphics than any other public library in northeast Florida," said Hirsch. "And when the Hastings and Bartram Trail branch libraries open at the beginning of next year, they will have the same type system."

Hirsch said taxpayers will see a significant savings in library products' cost. For instance, when Hastings Library opens, the library will purchase a contemporary authors' series whose 150 volumes would cost $130 per volume, or $19,500. With the availability of the Internet that service can be purchased for all libraries for less than $1,000 a year, said Hirsch.

At the Ponte Vedra Branch, the Friends' $25,000 donation has not all be spent yet, said Hirsch, though the library has updated its subscription to subscribe health reference data base. "We now subscribe through the Internet instead of CD-Rom as we did before. The advantage is that Internet information is updated weekly where CD-Rom was updated monthly."

Both Hirsch and Hirschi praised The Friends for recognizing the need for Internet access at the library.

"We are very excited The Friends are able to provide this service for our community," said Friends President Sherry Tatham. "Through the support of the Friends in Ponte Vedra beach, we are able to have this service sooner than later."

Attendees to the REAP training seminar: (left to right) Lee Staub, Dixie County Public Library; Wanda Drake, Lafayette County Public Library; Wilma Mattucii, Gilchrist County Public Library and John Hadden, Three Rivers Regional Library Director.

REAP Project File
(DLIS-96-I-02-A-05)

State Library Grants Bring Rural Libraries On-Line

The Dixie, Gilchrist and Lafayette County libraries, members of the Three Rivers Regional Library System, have been selected to participate in a special project to bring the Internet to their libraries. As a member of this project, each library will receive computer hardware, software, an Internet account, and technical training and assistance.

More than 30 staff from libraries in 13 rural Florida counties met in Tallahassee recently for orientation and training on the World Wide Web and the Rural Electronic Access Project (REAP), a grant project of the Florida Department of State's Division of Library and Information Services. "The REAP project will enhance our public libraries' service to their communities, especially to business and government," said Secretary of State Sandra Mortham. "We know that libraries can be pivotal forces in their communities, and we are pleased to be able to support them in that role."

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The Three Rivers Regional Library System is a cooperative library system formed by an interlocal agreement with the County Commissions of Dixie, Gilchrist and Lafayette counties. The mission of the Three Rivers Regional Library System is to provide the people of Dixie, Gilchrist and Lafayette counties with public libraries that will provide them with access to materials for their informational, recreational, and life-long learning needs. Three Rivers strives to reach this mission through the Dixie County Library, Gilchrist County Library and the Lafayette County Library and an administrative office which coordinates services. Services to the three county region began in 1995. Funding for the administration of the regional library system is provided through a multi-county regional library grant administered by the State Library of Florida.

To: BLD Consultants F.Y.I.
From: P.D.K.

STATE BRIEFS

World Wide Web will be universal in all state libraries in two years

The Department of State hopes to establish public Internet access in all public libraries within two years.

By Cathi Carr
DEMOCRAT WRITER

The state of Florida is diving head-first into the 21st century, with the help of federal grants and Secretary of State Sandra Mortham. In an upgrade of the information superhighway, Mortham announced that Internet access will be coming to 33 additional public libraries in the state.

Currently 40 to 50 percent of the state's 110 public libraries have some kind of Internet access, according to Lawrence Webster, Library Program Specialist with the Department of State. Mortham and her staff hope to bring virtually every public library on line for public access within two years.

"We expect that people will become as accustomed to using the World Wide Web computer in their library as they now are the unabridged dictionary," Mortham said.

The project, known as FloriNet, was funded by $500,000 from the federal government as part of a larger grant for library services. The total allotment to the state for upgrading library services was almost $6 million this year.

The money is particularly important in rural areas of the state, where start-up money for Internet access is sorely needed, Webster said. Public libraries in general receive 80 to 90 percent of their funds from local taxes, making it harder for poor counties to upgrade their technology all at once. In counties with populations of 25,000 or less, public libraries offer the only access to the Internet available to the public, Webster added.

"This is just one phase of a multi-pronged intitiative," Webster said. The money will go towards the needed hardware and software, as well as training for employees who will be teaching the public to use the systems.

In addition, six libraries will receive funds to upgrade their current World Wide Web access and develop services for youth. The World Wide Web has become "the way" to access the Internet due to its graphics, Webster said.

State, local and regional agencies have continued to combine efforts in developing electronic access for public libraries. Those taking part include academic libraries, statewide networks, regional multitype cooperatives and state agencies.

Mortham has been commended for her priority of getting government records on line. This year, she was recognized by the First Amendment Foundation for compiling an on-line database of all state candidates' campaign records. Florida is the only state in the nation to provide Internet access to elections records.

Saxon earns securities industry's top honor

Don Saxon, director of securities for the state Comptroller's Office, was recently given the Blue Sky Award from the North American Securities Administration Association. The award is considered the industry's highest honor.

In Saxon's ten years with the state, he has scrutinized broker dealer licensing and compliance and coordinated enforcement efforts in other states. Saxon has helped the association conduct the Rogue Brokers Sweep, a nationwide sting operation to pinpoint securities professionals with a history of illegal or improper activities.

The Division of Securities is responsible for protecting Florida investors and finance service providers.

DOT gets new general counsel

Deputy General Counsel Pamela Leslie was named the Department of Transportation's General Counsel recently by Secretary Ben Watts. Leslie started out at DOT in 1990 as Chief of the administrative law section and became Deputy General Counsel in 1991.

A St. Petersburg native, Leslie received her bachelor's degree in government from FSU in 1974. She attended the University of Florida Holland Law Center in 1981 and graduated from FSU's College of Law in 1983. She starts her new job Oct. 1.

IN FOCUS

Each weekday, "In Focus" offers news and views from a different part of the community. Here's the schedule:

- **Today:** Government agencies, area schools or area colleges.
- **Tuesday:** Leon County Schools.
- **Wednesday:** Florida A&M University.
- **Thursday:** Florida State University.
- **Friday:** Tallahassee Community College or other area colleges.

If you have something to contribute, write to the *Tallahassee Democrat*, P.O. Box 990, Tallahassee 32301; fax to 599-2295; or call Judy Taylor Cramer, 599-2143.

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Grant allows state libraries to go on-line

By LYNETTE NORRIS
Tallahassee Bureau

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In the computer age, more and more businesses and agencies in Florida are going on the Internet, giving the people of the state unprecedented access to more and more information.

FLORIDA
FOCUS

Inside the state agencies

But how can you take advantage of this valuable resource if you don't have a home computer with access to the World Wide Web?

Your local public library may have such access, but then again, it may not. Only about 40 percent of Florida's 110 public libraries have some kind of Internet access.

To address this problem, Secretary of State Sandra Mortham announced the FLORINET Library Grant Program last week, a project designed to bring computers, software and training to Florida public libraries that have never been connected to the Internet.

Most libraries receiving the FLORINET grants will provide Internet access work stations. Other libraries that already provide access will receive grants to add more work stations and develop electronic services for young library users.

They will also collaborate with other community agencies to educate the public about the availability of electronic information.

"We expect that people will become as accustomed to using the World Wide Web computer in their library as they now are the unabridged dictionary," Mortham said.

Question or comment? Write to Lynette Norris, Sun-Sentinel, *336 E. College Ave., Suite 303, Talla-*

communication briefings
700 Black Horse Pike, Ste. 110, Blackwood, NJ 08012

BONUS ITEM

Building Your Company's Image In the Local Community

By James M. Jenks

Carefully conceived community relations programs generate local awareness and positive images of your company.

Successful programs increase your personal stature in the community, too. That'll pump up your own feelings of achievement.

A good community relations program also:

- Increases your company's ability to get new business.
- Introduces new customers to your products and services.
- Improves your employees' image of the company and thus their morale.
- Makes hiring easier, because prospective employees see the company as a great place to work.
- Makes your company a class act in the eyes of suppliers, creditors and lenders.

How to get started

Before you focus on specific things to do, outline your plans. Be sure you consider these questions:

- **Who are** the primary targets for your community relations campaign? Are they community leaders? Municipal officials? Educators? Service organizations? Consumers? The general public? Zero in on this area and make a priority list. Don't waste your efforts on secondary objectives.
- **What's the** best means of communicating with your targets? Local newspapers? Radio/TV? Company publications? Dinners/luncheons? Press conferences? News releases? Private meetings? You have to pick media that are best suited to your messages, your image and your locale.
- **When's the** best time to conduct campaigns or promote your activities? Which season? Weekday? Weekend? Holiday?
- **Who's going** to handle the detail work in your company? What personnel are available? What about budgets and costs?
- **What's the** main objective? When you come up with a specific answer to this question, you'll solve all the previous problems and be able to swing necessary company resources behind the program.

Consider these campaign ideas

Many community activities don't require huge sums of money, though they all require careful preparation and follow-through. Which ideas listed below are best for you depends on how you answered the questions in your campaign preparation. The ideas:

■ **Assist local** programs for environmental improvements. Contribute pickup bags stenciled with your company's name to all local environmental organizations, participate in community recycling programs, sponsor an annual "Pick Up Litter Day" and give all employees who volunteer to clean up paid time off on that day.

■ **Put on** periodic safe-driving courses. Ask your volunteer teachers to be trained by the Red Cross or AARP, so that insurance companies will give premium discounts to those course takers you certify have completed the course. Make a ceremony out of "graduation day" and let the media know of the event.

■ **Organize a** community rescue squad. Encourage employees to form a group to contribute their time and skills voluntarily. Let them help the community recover after natural disasters, such as windstorms, blizzards, floods and earthquakes as well as after sudden explosions, major accidents, brush fires and other emergencies. Let members of the squad leave their jobs at any time (make that paid time) to help whenever disaster strikes.

Have your company provide the squad with first-aid kits and other emergency equipment. Buy each member a jacket emblazoned with "Rescue Squad" and your company's name. Coordinate the rescue squad's mission with local police, fire and defense officials. When the squad participates in an emergency, call local news media, if appropriate, and report the squad's involvement for possible use in news accounts.

■ **Offer office** or plant tours. Schools and service organizations, in particular, respond to such offers. School classes make them into educational field trips. Be sure that your tour guides know the types of organizations coming to tour so that they can shape their talks to the group. Pass out small favors to every individual in the group—baseball caps with your company's name on them, bumper stickers, brief descriptive folders about your company in the community, shopping bags and the like.

■ **Support efforts** of employees who become active in community affairs. Your company may already have employees active in volunteer firefighting, auxiliary police, the city or town council and other municipal agencies. Recognize those individuals in your community publications and post items about them on company bulletin boards to encourage participation.

■ **Offer matching** contributions to local community funds and charities. Agree to match those made by your employees, dollar for dollar. Publicize fund-raising drives and your company's participation in them.

■ **Keep in** regular contact with civic groups, schools and similar organizations and offer to provide speakers for their various functions. You need, of course, to adapt your speakers' talks to the group and to make sure their speeches aren't just sales promotions of your company and its products.

Offer, as guests, your managers or other employees with special expertise to local radio talk shows. Offer to prepare and conduct weekly radio shows on some area of interest to the local community.

■ **Institute an** annual award. Pick a category of achievement to honor, such as a citizen volunteer/businessperson/athlete/employee of the year award. Get your congressperson, mayor or another official to present the award for greater media coverage. Try to make the reward either unique, such as a personalized plaque, or practical, such as a check or scholarship. Your company gets recognition as sponsor.

■ **Encourage employees** to get involved in local charities. Give them paid time off, for fund raising for instance, or for office work, such as preparing mailings. Charitable work brings great credit to the individuals, some of which rubs off on your company.

■ **Schedule** a contest or competition. Choose a subject with local appeal and, whenever possible, with a link to your business. If you're a distributor of shoes, for example, sponsor a walking marathon. If food distribution is your business, have a baking contest. A publisher might organize a design contest for book covers.

■ **Sponsor exhibitions.** Offer your office, shop or warehouse to stage a show, art exhibit or other display for the use of community organizations. Make this at least an annual event, not just a one-shot happening.

■ **Celebrate special** occasions. Consider, for special events, the length of time your company has been in business in the community, records set by local employees for sales or production, honors for employees' length of service, attendance records, and other achievements. Include in these special events any activity that makes news—banquets, picnics, parades, sporting events.

■ **Produce consumer-oriented** literature. "Ten ways to improve your shopping habits" or "Six ways to make your car last longer" make useful leaflets. The best booklets for community relations, though, are those related to your business, if they're not too blatently commercial. Select subjects that are relevant and topical—and make sure your organization is properly credited for their creation.

■ **Use your** company's human resources. Offer the services of your financial whiz to help solve a vexing local problem on how best to raise and invest funds for a community project. When your people help to solve local problems, they vastly improve outsiders' perceptions of your company.

Earning a good press

A really effective community relations program won't get off the ground without the support of the local media. They can quickly convey to large audiences information about your programs with the additional benefit of favorable publicity for your company and its people. Even with media backing, though, any program may not really click the first year. So persist.

To earn a good press, make sure that all reporters, writers and editors receive significant news without delay and in the most convenient form for their use. Prepare in the proper format news releases, announcements, radio or TV tapes that media personnel can quickly and easily put to use. Develop good rapport with the editorial and news personnel of the local media.

Well-conceived community relations programs help knit the community to your organization. They help you, too, to accomplish the objectives you've laid out in your planning.

James M. Jenks is chairman of the board of Alexander Hamilton Institute Inc. and a frequent contributor to *communication briefings.*

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February 1992
Volume 11, Number 4

File - FloriNet Partners

Presentation to School District Media Coordinators
Friday, September 27, 1996

I want to thank Sandy for giving me some time on your busy agenda to talk to you about a project that targets public libraries in Florida, but will have an impact on educational institutions in communities all across Florida and, I think, on the ability of school library media specialists to deliver library services to students, teachers, and school administrators. The project is FLORINET, the Florida Library Online Resource Information Network, and it is designed to accomplish several goals in the *Florida Plan for Interlibrary Cooperation, Resource Sharing, and Network Development.* On Wednesday of this week, Secretary of State Sandra B. Mortham unveiled FLORINET in a press conference at the Leon County Public Library.

The project has four pieces:

- 33 public libraries will receive basic connectivity grants of $3,000 to purchase high-end PCs, software, 28.8 or higher modems, voice grade telephone lines, and Internet Service Provider services. The PCs will be used as public workstations bringing the World Wide Web to communities, many of which have not had this electronic access before.
- 6 public libraries will receive grants of $30,000 each to upgrade public access to electronic information sources by establishing an Internet node to enable access to the World Wide Web from multiple workstations. A special focus of this project is on public library services for children and young adults. We expect these six libraries to incorporate components of access to electronic information specifically targeted to the needs and interests of youth.
- The State Library will continue its support for statewide access to OCLC's FirstSearch Service through February 28, 1998. FirstSearch provides access to

Florida's online union catalog which is resident on OCLC. This catalog in FirstSearch is called WorldCat. In addition to WorldCat, there are 8 additional databases which include, among others, ERIC, GPO, MEDLINE, and ArticleFirst.

- An exciting addition to the FirstSearch databases will be an electronic document delivery service. We plan to choose either UMI or EBSCOhost since these are the 2 companies that have negotiated contracts with OCLC to offer their indexing, abstracting, and full-text products through the FirstSearch Service. We expect that this service will begin sometime around the first of the calendar year. FirstSearch, of course, is available to any library that is a member of the Florida Library Information Network or of one of the 6 multitype library cooperatives (or consortia) in the state.

One of the most important aspects of this project is the recognition of how critical partnerships are to its success. We are encouraging public libraries that participate in FLORINET to collaborate with other institutions at the local level to increase public awareness of electronic access to information, to train the public in the effective use of graphical search tools to locate information that may be thousands of miles away, to use this technological capability to support educational and economic development activities in their communities.

I hope you will get in touch with your local public librarian when you return home and offer to partner with them. Basic and enhanced connectivity for Florida's public libraries expands the opportunities for students and faculty at schools in your communities to access electronic information which can enrich their educational experiences.

This project is Phase I of a much larger project which will be conducted in FY 1997-1998, which will bring World Wide Web access to the communities served by every public library in Florida. We believe that access to electronic information is a logical and natural addition to the services that public libraries have been engaged in since their inception. I hope you will take advantage of this opportunity to partner with your local public library to help provide a gateway to the larger world of information for your students and faculty. Electronic access to information has the potential of creating libraries beyond walls...not libraries without walls... because I believe the library will always be a place and its chief stock and trade for many years to come will be print. But projects like FLORINET will make it possible for the public to have equal access to the power of electronic information.

I would be glad to answer any questions you may have.

FLORINET
Libraries for Florida's Future

Florida Department of State
Sandra B. Mortham, Secretary of State
Division of Library and Information Services904-487-2651 fax 904-488-2746
email: bld@mail.dos.state.fl.us http://dos.state.fl.us

Agenda
Capacity Building Workshop

December 17 & 18, 1996

Purpose

To maximize the success of FloriNet Enhanced Connectivity Assistance Grant projects.

Desired Outcomes

1. Participants are able to provide the public, including adults, children, and young adults, access to World Wide Web-based information services through multiple workstations.
2. Service and technology questions and unresolved issues are addressed so that participants may successfully proceed with their projects.
3. Participants have reviewed and revised their project plans, timelines, and budgets.

Workshop Strategy

Participants will be asked to identify *Critical Elements* of their projects, those service and technology issues and questions that need to be resolved before local project planning and implementation can be successfully completed. These *Critical Elements* will define the workshop content and process. Resource people will help identify and analyze alternatives that specifically address the *Critical Elements*. Liaison consultants will assist participants in refining their plans.

Day One

8:30 a.m.	**Registration and coffee** *R. A. Gray Building, Third Floor Training Room*
9 a.m.	**Get Started** *Introductions, agenda review & housekeeping.* **FloriNet Overview** **Project Planning** *Quick overview of plan needs and elements.* **Focus On Projects** *Representatives from the 10 participating libraries will present brief overviews of their projects, including the Critical Elements that have been identified for special attention.* *The full group will join in on wide ranging facilitated discussion of service and technology issues and options.*
10:30 a.m.	**Break**
11:00 a.m.	**Review & Discuss Project *Critical Elements*** *Facilitator will lead discussion of the Critical Elements to clarify issues and insure that as many as possible have been identified.*
12 noon	**Lunch**
1:00 p.m.	**Service Alternatives** *Resource people will briefly discuss the Critical Elements associated with their topics, followed by facilitated discussion.*

- **Providing public access to the Internet**
  Resource Person: Linda McCarthy of Leon County Public Library.

- **Content on the web: Putting it there and linking to other sites**
  Resource Person: Karen Nelson, Brevard County Public Library

3:00 p.m. **Break**

3:30 p.m.
- **Electronic access for children and young adults**
  Resource Person: Carole Fiore, State Library of Florida.

- **Service policies**
  Resource Person: Charlie Parker, State Library of Florida.

Rewind and fast forward
Review day's work and Day Two Agenda.

5 p.m **Adjourn.**

Day Two

8:00 a.m. **Get Started**

Networking & Telecommunications
Resource people will briefly discuss the Critical Elements associated with their topics, followed by facilitated discussion.

- **Networking**
  Resource Person: Michael J. Monk, Vice President of Marketing and Technology Development, Interface Electronics Inc.

10:30 a.m. **Break**

11:00 a.m.
- **Florida Telecommunications Options**
  Resource Person: Bill Schmid, Director, Florida Information Resource Network (FIRN).

- **Cable Telecommunications Options**
  Resource Person: Scott Weber, Comcast Cablevision of Tallahassee.

12 noon **Lunch**

1 p.m. **Review *Critical Elements***
Facilitator will assist the group in reviewing our success in addressing the Critical Elements. If necessary, follow-up after the workshop will resolve remaining issues.

Evaluating Project Success
Resource Person: Sondra Taylor-Furbee, State Library of Florida.

Finishing the Plans
Participants will work with liaison consultants to refine their project plans and timelines.

Wrap-Up

2 p.m. **Adjourn**

FLORINET
Libraries for Florida's Future

Florida Department of State
Sandra B. Mortham, Secretary of State
Division of Library and Information Services904-487-2651 fax 904-488-2746
email: bld@mail.dos.state.fl.us http://dos.state.fl.us

Capacity Building Workshop
Critical Issues
December 17 & 18, 1996

The following issue statements were based on State Library consultants' conversations with key personnel from libraries participating in the Capacity Building Workshop. Comments have been paraphrased in the interest of uniformity and brevity. The list will be added to and refined prior to the Workshop.

Communications, Collaboration, & Partnerships

☐ We need ideas and suggestions for partnerships - what is expected, how do we establish and maintain them. *(Citrus County)*

☐ We would like to coordinate FloriNet publicity with other libraries in central Florida, specifically Citrus and Hernando. How do we go about this? *(Pasco County)*

☐ We want to insure that we use these new services to promote the library, not just in our county. We want to get coverage in the St. Pete Times metro edition as well as regional issues. How do we go about this? *(Pasco County)*

☐ How can we find out what other libraries are doing and share handout and other materials? *(Pasco County)*

☐ Our library and Information Technology Department have different cultures - how can we learn to work together more effectively? *(State Library staff)*

☐ How do we win over commissioners and local officials and partner with other agencies. *(State Library staff)*

Human Resources

☐ What kind of training support can we expect from our consortium and what ideas do others have regarding in-house training programs? *(Pasco County)*

☐ What Internet training will be available to library staff after this workshop is over? *(Palm Beach County)*

☐ How can we encourage reluctant staff to integrate use of the web into traditional library services? Currently we are having weekly technology meetings to build competence and how off new electronic information resources. *(Pasco County)*

☐ Our library does not have technical staff we fee are necessary, how do we somehow obtain the needed expertise? This is a major concern. *(Central Florida Regional)*

Public Service - Providing Public Access to the Internet

☐ On the user end, how does this actually work? *(Central Florida Regional)*

☐ The library needs to decide which specific Internet services to support, e-mail, chat, use groups, telnet, world wide web access. *(Indian River County)*

Content on the Web

☐ County or municipal network information - what are others doing? *(Seminole County)*

☐ What is the first thing a user should see when they walk up to our public service web terminal? What are the options? *(State Library Staff)*

Electronic Access for Children and Young Adults

☐ Youth Services and the Internet - we need to know anything and everything. *(Seminole County)*

☐ What sort training are libraries providing children in Internet use? Is there special software? *(Palm Beach County)*

Service Policies

☐ Internet policies - what is the basic policy framework? *(Collier County)*

☐ Filtering issues - what are they? What are the options? *(Seminole County)*

☐ We need to know about pornography issues, policy, legalities, dealing with children and parents. *(Citrus County)*

☐ What are the policy and legal implications of children and pornography on the Internet.

☐ Should we use consent forms for children? *(Palm Beach County)*

☐ What policies should we adopt that will protect the library? *(Palm Beach County)*

Networking

☐ We need suggestions for network configuration, suggestions for connectivity software, and web development tools. *(Citrus County)*

☐ We have a mix of dumb terminals and PC's - can we use both to access the Internet? What different equipment is required. *(Central Florida Regional)*

☐ We need to learn about wiring and cabling. *(Collier County)*

☐ Have bought turnkey systems in the past - now they are having to deal with multiple vendors. Issues in this area. *(Seminole County)*

☐ Networked CD-ROM products - how do CD-ROM products work in a LAN's environment? *(Collier County)*

☐ We are concerned about maintaining our the pc's we use for web access. Has anyone developed a procedure we could borrow to help us manage cache clearing, and Netscape history file clearing? *(State Library staff)*

☐ Has anyone developed a process for re-installing workstation software following a system crash? *(State Library staff)*

☐ What should we do, if anything, about virus protection? *(State Library staff)*

☐ What about security? We originally planned to use our ALPHA system, but with the aid of this grant we plan to set up a file server. What are the related security and confidentiality issues? *(Central Florida Regional Library*

☐ How can we secure our pc's so that the public can't tamper with them. *(Palm Beach County)*

Telecommunications

☐ I understand that cable offers huge bandwidth but cable providers are only beginning to deploy Internet service. How should I go about getting service from the cable? *(State Library staff)*

☐ Frame Relay - Need a simple explanation of what this is, and the pros and cons of it. *(Collier & Central Florida Regional)*

☐ Networking and working with the rest of the county - fiber and wide area networking. *(Seminole County)*

☐ Our library system crosses two lattas, Sprint for Marion County, Bell South for Levy with a little of Marion. When we installed our automation system, the two were not talking to each other. Long distance is an issue. We want to be able to work knowledgeably with both to get needed service at a reasonable cost. *(Central Florida Regional Library)*

☐ One of our cities, Ocala, is installing fiber optic connection between the main library and a fiber back-bone. This will only benefit Ocala, what about the other libraries? *(Central Florida Regional Library)*

☐ Is it ok to have a Internet Service Provider (ISP) who is different from your telecommunications provider? How would this work in a cable environment? *(State Library staff)*

Evaluation

☐ We need ideas and suggestions on how to count usage of Internet services. *(Citrus County)*

☐ What are the grant evaluation and reporting requirements? *(Pasco County)*

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